

ROSS Change Control Board Meeting
October 24-26, 2006
Denver, Colorado

Members Present:

Ray Nelson – Chair, Northern Rockies Coordination Center
Dave Hendren, National Interagency Coordination Center
Grant Kemp, Central Oregon Dispatch
Lani Williams, Boise Interagency Logistics Center
Lauren Barber, Alaska Interagency Coordination Center
Angie Hinker, Great Plains Dispatch Center
Bonita Truett, Kentucky Interagency Coordination Center
Rod Chaffee, ROSS Project

Members Absent:

Bryan Schieber, Northern California Operations Center

ROSS Briefing, Project Update – Jon Skeels

Budget

- Operations and Maintenance \$4,643,000
- Phase 2 \$3,600,000

The Contracting Officer Position is currently vacant

The Help Desk now supports

- ROSS
- EaTis
- I-Suite
- Aviation Business System

General ROSS Use Facts

- Over 60 Using Agencies
- 420 Dispatch Offices Nationwide
- 500,000 Resources
- 10,000 Users

In 2006, 522,444 Requests Have Processed, (as of 9/30/2006)

- Current Project Status
 - ROSS Phase 1 – Close-out October 2006
 - Initial Development
 - System Hosting
 - Training
 - Implementation
 - ROSS Operations and Maintenance
 - Funded each year beginning 2006 with 10 year planning horizon

- ROSS Phase 2
 - Charter is signed
 - Work has begun
- Data Clean Up 2006/2007
- Resource Item Data
- EaTis Related Contracts
- General Contracts
 - Vendor owned resource items not attached to a contract
 - Expired Contracts
 - Incorrect contract types
- Organizations
- User Accounts
- Locations
- ROSS Phase 2
- Initiated in FY-2005
- Major Drivers
 - QFFR
 - OIG EERA Contracting Audit
 - Agency Financial Management Improvement Project
 - 2003/2004 Reviews
 - Change Control Board Requests
 - System Redundancy Requirement
 - System Sharing Requirement
- ROSS Phase 2 Project Scope
- Tactical Aviation Module – 1
 - Tactical Aircraft
- Tactical Aviation Module – 2
 - Aerial Deployed Resources
- Contracts and Agreements Reengineer
- Incident Prioritization and Drawdown
- Emergency Management Assistance Compacts
- System Disaster Recovery Site/Multiple Instance Capability
- Stand-Alone/Sync Operation
- Data Exchange
 - Deploy Enterprise Service BUS
 - Data Import Capability for System Reference Data
 - Data Exchange for CAD Systems
 - Data Exchange for the reengineered version of ICBS
 - Real-Time and Batch Data Exchange for Qualifications Systems
 - Support Data Exchange for FIRECODE
 - Support Data Exchange for Contracting Systems
- Version 2.5
 - Hardware exchange
 - Delayed, will be released with 2.6
- Version 2.6 Planning
 - Release March 2007
 - System Hardware Refresh

- Data Exchange via Service Oriented Architecture (Enterprise Service BUS)
 - Qualifications (IQCS)
 - Computer Aided Dispatch (Real-Time CAD)
 - Security Certification and Accreditation
- Version 2.7 Planning
 - Release June 2007
 - Data Exchange via Services Oriented Architecture (Enterprise Service BUS)
 - Qualification (IQS)
 - Data Warehouse/COGNOS
 - Operation and Maintenance Items
- Version 2.8 Planning
 - Release October 2007
 - Organization Module Reengineer
 - Catalog Reengineer
 - ICBS Interface
 - Disaster Recovery Site
 - Operation and Maintenance Items
- Version 2.9 Planning
 - Release March 2008
 - Contracts Module Reengineer
 - Agreements Module
 - EaTis Interface
 - Tactical Aviation 2 – Aerially Delivered Human Resources
- Version 2.10 Planning
 - Release June 2008
 - Data Exchange via Service Oriented Architecture (Enterprise Service BUS)
 - Computer Aided Dispatch (WildCAD)
 - Operation and Maintenance Items
- Version 2.11 Planning
 - Release October 2008
 - Emergency Interstate Compacts (EMAC, FEMA EFS, Interstate Forest Fire Compacts)
 - Multiple System Instance Capability
 - Operation and Maintenance Items
- Version 2.12 Planning
 - Release March 2009
 - Resource Draw Down and Incident Prioritization
 - Hot/Sync/Disconnect Mode
 - FireCODE Interface (via BUS)
- Version 3.0 Planning
 - Release Unknown
 - Reengineered ROSS
 - Foundational Component Upgrade
 - Funding FY2008-2010

Performance Issues – Jon Skeels

ROSS experienced many performance issues throughout the summer. Some of the speed/performance issues did not seem to be related to the number of users or to any specific server. Jon has contracted with Wily Interscope Tool to help isolate performance issues. Part of the problem may be with an Oracle Patch.

Decision: The Board was in total agreement that system performance is the highest priority and we support any reasonable initiatives to resolve performance issues.

Suggestions

The Board reviewed and made recommendations on 245 suggestions. Suggestions were submitted to the CCB via the change management suggestion process at the ROSS Help Desk and via a set of issues and suggestions that surfaced during a review of California's first season with ROSS. Suggestions were consolidated and summarized by Jon Skeels with original suggestion language available and used by the CCB to further clarify issues. The accepted suggestions were prioritized and recommendations were made back to Jon and the ROSS Team. This work is to be published by the ROSS team on the CCB section of the ROSS web site.

In addition to the Change Requests, the Board requested increased functionality of the "Go To" Button. A common complaint from users deals with the need to search through multiple screens to accomplish a task. Past and current users have requested simplification / consolidation of ROSS screens. The CCB discussed this issue with the ROSS development team who recommended that any major revisions to the overall menu / screen structure be examined as part of Version 3.0. However, the CCB supports all efforts to use "Go To" buttons or other screen / sort / search/filter features which will improve system performance and improve the ability of users to navigate through the system.

Many issues identified as changes requests are already work in progress.

DMS issues are not part of the ROSS system but work is in progress to solve many DMS and electronic mail issues. One recommendation from the CCB is to provide an opening message board to ROSS users to provide information regarding system outages, updates, and software fixes that may not reach the end users via DMS or other electronic mail.

Many issues and ideas, although valid, may be best resolved through better local training.

Correct "Resource Item" naming is an important element of user training.

Most issues regarding reporting were to be passed on to the "DEW – Dispatch Efficiency Working Group for review.

A number of issues continue to be raised regarding the best way to establish and maintain resource status. The ROSS team suggested that most status issues should be resolved as

part of the Compacts Module development. Resource status may at first glance appear to be a fairly straightforward process but in practice can be a complex issue not easily solved by simply adding a new status code. The CCB supports near term status keeping solutions particularly if they improve the mobilization of teams or other rostered resources.

Action: Develop a form for Change Requests that would request the submitter to state their suggestion clearly and then add supporting information.

Action: Request the Tactical Aviation Group to reconvene and review the Phase 1 module to insure the requirements were met and to set the stage for Phase 2.

Action: Identify the need for Pre-Orders in ROSS; is it important to Incident Management Teams or, dispatching offices. Ray will write Kim soliciting information from Coordination Centers and Incident Commanders.

Action: Ray will contact Kim for clarification of the Business Rules regarding sending units to create subordinate requests related to swapping out rostered positions.

Change Control Board Membership – Ray Nelson

Last year three members were extended to provide overlap and continuity to the Board. These positions are currently ending and new members as well as a new Chair will need to be appointed.

Decision: Lani will be the Change Control Board Chair, effective January 1, 2007, pending approval of National Center Managers.

Action: Ray will write Kim Christensen requesting replacements for the Change Control Board.