



Introduction & Common Units

ROSS Dispatch Training Instructor Guide
Release 2.16.12

For ROSS Steady State
Operations & Maintenance



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1 PREFACE

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

Established in 1997 and chartered by the NWCG in June 1998, the scope of the project focuses on automating current processes enabling dispatch offices to electronically exchange and track information near real time. When complete, ROSS will track all tactical, logistical, service and support resources mobilized by the incident dispatch community.

ROSS will operate in nearly 400 interagency dispatch and coordination offices throughout the nation. Automation should reduce labor-intensive practices, increase customer service, improve communications and lower the costs associated with delivering services to field operations.

This course is currently under the direction of the ROSS Implementation 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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2 OVERVIEW

This Instructor Guide Introduction is used to facilitate user training on the dispatch functionality of the Resource Ordering and Status System (ROSS) application, and serves as the cover section for each of the individual ROSS Dispatch Instructor Guides.

This document also contains the Instructor Guide units (Class Administration, Class Overview, Practice Session, and Wrap-Up) that are common to all the ROSS Dispatch course levels (i.e., Basic, Intermediate, Advanced, and Tactical Aviation).

2.1 Course Purpose

This course is designed to instruct students in the use of the Dispatch functionality of the Resource Ordering and Status System (ROSS) application.

2.2 Target Audience

This course is intended for qualified Expanded Dispatch Recorders and Support Dispatchers. The Tactical Aviation portion of the course is designed specifically for Aircraft Dispatchers.

2.3 Description

This is an interactive course that combines lecture and hands on practice in the application. The hands-on practice is either at the end of each unit or dispersed within the unit. The course is divided into the following four levels:

- Basic Level
- Intermediate Level
- Advanced Level
- Tactical Aviation

The Basic level provides a solid foundation on the use of ROSS. The Intermediate level rounds out a user's fundamental understanding of ROSS. The Advanced level addresses more complex topics. The basic and intermediate levels address the functions and capabilities of ROSS that will be used by most dispatchers. The advanced topics cover ROSS features that will be used by only selected dispatchers, and mostly focus on preplanning, non-emergency response activities. The first three levels may be taught sequentially. The fourth level addresses tactical aviation dispatch activities.

The four-level course structure readily facilitates:

- Allows instructors to target the knowledge of the students (e.g., skip to the Intermediate or Advanced levels if the students already know the ROSS basics).
- If the course is being taught sequentially, the Instructor not covering the advanced topics should additional time be required on the main portion of the course.
- Students who do not need to learn the intermediate or advanced topics leaving prior to those portions of the course being conducted.

Introduction & Common Units

The course units are:

Basic Level

Unit CA: Class Administration
Unit CO: Class Overview
Unit 1: ROSS User Basics
Unit 2: Notification
Unit 3: Resource Statusing
Unit 4: New Request
Unit 5: Pending Request
Unit 6: Request Status
Unit 7: Travel
Unit 8: Release and Reassign
Unit PS: Practice Session
Unit WU: Wrap-Up

Intermediate Level

Unit CA: Class Administration
Unit CO: Class Overview
Unit 1: Incidents
Unit 2: New Request
Unit 3: Quick Fill
Unit 4: Pending Request
Unit 5: Request Status
Unit 6: Release and Reassign
Unit 7: Supplementals
Unit PS: Practice Session
Unit WU: Wrap-Up

Advanced Level

Unit CA: Class Administration
Unit CO: Class Overview
Unit 1: Rosters
Unit 2: Pre Orders
Unit 3: Detail Request
Unit 4: Merge Incidents
Unit 5: Travel
Unit 6: Travel Plan
Unit 7: Multi Place Requests
Unit PS: Practice Session
Unit WU: Wrap-Up

Tactical Aviation

Unit CA: Class Administration
Unit CO: Class Overview
Unit TA: Tactical Aviation
Unit PS: Practice Session
Unit WU: Wrap-Up

2.4 Course Objectives

Upon completion of the basic and intermediate courses, the student should be able to perform the following basic dispatch operations using ROSS:

1. Entering an Incident
2. Requesting resources
3. Placing requests
4. Filling requests
5. Mobilizing and demobilizing resources
6. Stating requests and resources

The objectives of each specific unit are identified in the unit's Instructor Guide.

2.5 Course Schedule

The basic and intermediate courses take a combined total of 35 hours to instruct, including practice sessions, and are designed to be completed within a week. Breaks and lunches total 5 hours, leaving 30 hours of actual class time.

The advanced and tactical aviation courses are designed to be completed within a single day each.

Daily Class Times for Basic, Intermediate, and Advanced courses:

- Day 1: 1:00 pm – 5:00 pm
- Day 2: 8:00 am – 5:00 pm
- Day 3: 8:00 am – 5:00 pm
- Day 4: 8:00 am – 5:00 pm
- Day 5: 8:00 am – 12:00 pm

Break and Lunch Schedule (for all courses):

<u>Activity</u>	<u>Days</u>	<u>Duration</u>
Mid-Morning Break	Tuesday – Friday	15 minutes
Lunch	Tuesday – Thursday	1 hour
Mid-Afternoon Break	Monday – Thursday	15 minutes

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Detailed Daily Schedule for Basic and Intermediate Course:

Unit #	Unit Name	Lecture & Demo	Student Practice	Total For Day
Day 1				
CA	Class Administration	0:30	n/a	0:30
CO	Class Overview			
Basic 1	Ross User Basics	1:30	n/a	2:00
Basic 2	Notification	0:30	0:30	3:00
Basic 3	Resource Stating	0:45	0:30	4:15
Day 2				
n/a	Local Scenario Discussion	0:15	n/a	0:15
Basic 4	New Request	1:15	0:45	2:15
Basic 5	Pending Request	1:30	1:00	4:45
Basic 6	Request Status	0:30	0:30	5:45
Basic 7	Travel	0:30	0:30	6:45
Day 3				
n/a	Local Scenario Discussion	0:15	n/a	0:15
Basic 8	Release and Reassign	1:15	1:00	2:30
PS	Practice Session	n/a	1:30	4:00
WU	Wrap Up	0:15	n/a	4:15
Intermediate 1	Incidents	1:30	1:15	7:00
Day 4				
n/a	Local Scenario Discussion	0:15	n/a	0:15
Intermediate 2	New Request	0:45	0:45	1:45
Intermediate 3	Quick Fill	0:45	0:30	3:00
Intermediate 4	Pending Request	1:30	1:00	5:30
Intermediate 5	Request Status	0:30	0:30	6:30
Day 5				
n/a	Local Scenario Discussion	0:15	n/a	0:15
Intermediate 6	Release and Reassign	0:45	0:45	1:45
Intermediate 7	Supplementals	0:30	0:00	2:15
PS	Practice Session	n/a	1:30	4:00
WU	Wrap Up	0:15	n/a	4:15

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Local Scenario Discussion:

At the beginning of Day 2, Day 3, and Day 4 of the basic and intermediate courses, the Lead Instructor shall develop a brief 'Local Scenario'. The Local Scenario should be a set of simulated event circumstances, appropriate to that specific course audience, which can be used to facilitate a brief review of:

- The material covered during the previous day's lecture.
- Specific issues or concerns of students related to the previous day's lecture.
- The Local Scenario demonstration/discussion should be limited to no more than 15 minutes. 'Extra' resources in the Training Database (i.e., those not needed to support the Instructor's Demonstration Scenario) should be used to conduct the Local Scenario. Extra resources can be identified in the document *Disp_Database_Population.docx*

Detailed Schedule for Advanced Course:

Unit #	Unit Name	Lecture & Demo	Student Practice	Total For Day
CA	Class Administration	0:15	n/a	0:15
CO	Class Overview			
Advanced 1	Rosters	1:00	0:30	1:45
Advanced 2	Pre-Orders	0:30	0:30	2:45
Advanced 3	Detail Request	0:30	n/a	3:15
Advanced 4	Merge Incidents	0:30	0:30	4:15
Advanced 5	Travel (Advanced)	0:30	0:30	5:15
Advanced 6	Travel Plan	0:30	0:30	6:15
PS	Practice Session	n/a	1:00	7:15
WU	Wrap Up	0:15	n/a	7:30

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Detailed Schedule for Tactical Aviation Course:

Unit #	Unit Name	Lecture & Demo	Student Practice	Total For Day
CA	Class Administration	0:15	n/a	0:15
CO	Class Overview			
TA 1	Overview of Tactical Aviation	0:15	n/a	0:30
TA 2	New Incident screen	0:15	n/a	0:45
TA 3	Incident screen	0:15	n/a	1:00
TA 4	New Request screen	0:15	0:30	1:45
TA 5	Tactical Aviation screen – Resources tab	0:45	1:00	3:30
TA 6	Tactical Aviation screen – Requests tab	0:45	1:00	5:15
TA 7	Travel screen	0:15	0:30	6:00
TA 8	Additional Topics	0:30	n/a	6:30
PS	Practice Session	n/a	0:45	7:15
WU	Wrap Up	0:15	n/a	7:30

2.6 Presentation Methods

The course consists of lecture, class discussion, and hands-on practice. The focus of classroom activities is actual use of the ROSS application. A ROSS training environment is used to conduct the course.

Instructors:

- Present course material.
- Demonstrate use of the application.
- Facilitate class discussions and student practice sessions.

The recommended class size is 10 students or less. A single instructor can conduct the course, however at least one additional instructor is recommended.

The following training sequence is used for each course unit involving work in the ROSS application:

- The Instructor performs a quick, uninterrupted walk through of the screens and major functionality to be covered in the unit.
- The Instructor explains, and demonstrates use of, the ROSS screens and functionality applicable to the unit. Students follow along in ROSS.
- As a precursor to the unit practice session, students work in small groups to 'table-top' the concepts and functionality discussed in the unit and lay out on paper the steps and data necessary to perform the associated tasks in ROSS. Instructors assist students as appropriate. For example, for the task of creating a request, students could:
 - Identify whether the catalog item can be ordered in a quantity greater than one, and if so determine the quantity to be requested.
 - Determine whether System Generated or User Issued request block numbering should be applied.
 - Determine whether the request should be tracked.
 - Determine where the requested resource should be delivered to.
 - Identify the appropriate financial code to be assigned to the request.
- After the instructor is satisfied the students understand the unit functionality and are ready to practice in ROSS, students work independently in ROSS on a practice session designed to utilize the screens and functionality addressed in the unit. Instructors assist students as appropriate.

2.7 Student Prerequisites and Responsibilities

Students shall:

- Have a user account in the NAP, with access to the ROSS application, and the appropriate ROSS roles assigned.
- Be proficient in NAP logon and ROSS access procedures.

Students have the responsibility to:

- Actively participate in class discussions and practice sessions.
- Ask for clarification and guidance as appropriate from instructors.
- Maintain an open minded and flexible outlook.
- Take notes on course material as appropriate.
- Complete a Course Evaluation form if requested by the instructor.

2.8 Instructor Prerequisites and Responsibilities

Instructors shall:

- Be proficient in all aspects of ROSS.
- Have basic computer skills, including PowerPoint slide presentation.

- Have a user account in the NAP, with access to the ROSS application, and the appropriate ROSS roles assigned.
- Be proficient in NAP logon and ROSS access procedures.

In addition to the standard course facilitation duties, Instructors have the responsibility to:

- Review all instruction materials prior to teaching the course.
- Present course material as assigned by the lead instructor.
- Facilitate class practice sessions.
- Ask the lead instructor for clarification on ROSS functionality as necessary.
- Ensure assigned students have correctly entered the necessary data during each practice session (later practice sessions may build upon the data entered in earlier sessions).

2.9 Classroom and Equipment Requirements

The classroom shall allow a workspace large enough for the instructor to spread out the Instructor Guide and students to spread out their Student Workbooks.

The following equipment is required to conduct the course:

- Projector and projection screen for displaying computer screen and PowerPoint slides.
- Computer for the lead instructor and each student, with Internet access, and access to a training environment of the ROSS application. Specific computer hardware and software recommendations and requirements are listed below.
- Instructor Guides, including:
 - Course Coordination Information.
 - Coach's Information.
- PowerPoint slides.
- Student Workbook for each student, including:
 - Copy of course slides.
 - Practice Session Scenarios.
 - Evaluations.
 - ROSS Glossary.
 - Dispatch Reference Manual (see note below).
 - Disaster/Recovery Plan.
 - Security Rules of Behavior.

Computer hardware recommendations:

- Intel (or compatible) Processor I3 or better.
- 4 GB of memory or better.
- Wired or Wireless Network (802.11 g/n or NIC 10/100/1000).
- 256 MB Video Card or better.
- Hard Drive: 5 GB of Free Space for ROSS install and 100 MB of free space for Internet Explorer Caching.

Computer software requirements:

- Operating System:
 - Windows 7 (minimum 32 bit; 64 bit preferred).
 - Compatible with Windows XP.
- Browser:
 - Internet Explorer Version 8, 9, or 10. Cognos (Reports) will not work with other Browsers and unexpected errors will occur with FireFox and Google Chrome.
 - Users may experience display problems when using Internet Explorer 9 (i.e., a portion of the screen is missing or cut off). If this occurs, either:

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- Use Compatibility Mode. Detailed information from Microsoft regarding Compatibility Mode can be found at: <http://windows.microsoft.com/en-US/internet-explorer/products/ie-9/features/compatibility-view>.
- Run Internet Explorer 9 in Internet Explorer 8 mode. Open Internet Explorer 9 and hit the F12 key. Click Browser Mode and select Internet Explorer 8.
- Adobe Flash Player (Version 11 or Greater). To determine if Flash is installed, go to <http://www.adobe.com/software/flash/about/>. If it is installed, a Version Information box is displayed with the installed version.
- Latest version of the Citrix Client (non-Forest Service computers only). To install, go to <https://ross.fs.fed.us/XenApp/auth/login.aspx> and click the link below the Install box.

If connectivity or system performance problems are experienced, contact the Interagency Helpdesk (24 hours a day/7 days a week) at:

- (866) 224-7677
- (360) 326-6002
- help@interagencyhelpdesk.com

2.10 Student Evaluation

This is not a pass/fail course; however students are evaluated on their ability to correctly enter data into the application. Instructors assess student competency during practice sessions. This assessment involves:

- Observing students as they input information.
- Viewing information that appears on students' screens (information that is dependent on other information having been correctly entered previously by students).

At the end of the course, instructors provide students feedback on their abilities and recommend to the lead instructor whether the student should be granted ROSS access, or if the student requires additional practice and guidance.

COMMON UNIT: CLASS ADMINISTRATION

<input checked="" type="checkbox"/>	Topic	Instructor Actions
<input type="checkbox"/>	CA.1 Introductions and Sign-In	<p>Display Slide ROSSD-SL-COMMON-01 (ROSS Dispatch Course).</p> <p><u>Perform the following:</u></p> <ul style="list-style-type: none"> • Welcome students. • Introduce instructors. • Have students introduce themselves. • Pass around student sign-in sheet.

☑	Topic	Instructor Actions
☐	CA.2 Logistics	<p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • Transportation needs (e.g., who needs rides to lunch, hotel, etc.) • Facilities, including restrooms, drink and snack locations, and emergency exits. • Class timing: Daily start and stop, breaks, and lunch. • Telephone number where emergency messages can be left. • Remind students to clean up their area at the end of class.

COMMON UNIT: CLASS OVERVIEW

<input checked="" type="checkbox"/>	Topic	Instructor Actions
<input type="checkbox"/>	CO.1 Purpose	Display Slide ROSSD-SL-COMMON-02 (Course Purpose).
<input type="checkbox"/>	CO.2 Objectives	<p>Display Slide ROSSD-SL-COMMON-03 (Course Objectives).</p> <p>Display Slide ROSSD-SL-COMMON-04 (Course Levels).</p> <p>Display Slide ROSSD-SL-COMMON-05 (Basic Units).</p> <p>Display Slide ROSSD-SL-COMMON-06 (Intermediate Units).</p> <p>Display Slide ROSSD-SL-COMMON-07 (Advanced Units).</p> <p>Explain that the specific objectives for each unit will be discussed later as each unit is addressed.</p>
<input type="checkbox"/>	CO.3 Presentation Methods	Explain that the course consists of lecture, class discussion, and hands-on practice.

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<input checked="" type="checkbox"/>	Topic	Instructor Actions
<input type="checkbox"/>	CO.4 Student Responsibilities and Evaluation	Point out this is not a pass/fail class. Students are evaluated during class on their understanding of topics and their ability to correctly enter information into the application. Instructors will provide practice recommendations at class conclusion.
<input type="checkbox"/>	CO.5 Student Workbook	Refer students to the Student Workbook.
<input type="checkbox"/>	CO.6 Reference Manual	Refer students to the Reference Manual.
<input type="checkbox"/>	CO.7 Student Expectations	Elicit and record student expectations, and ensure each expectation is met during the course (if within the course scope).

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<input checked="" type="checkbox"/>	Topic	Instructor Actions
<input type="checkbox"/>	CO.7 Student Expectations (continued)	

COMMON UNIT: PRACTICE SESSION

<input checked="" type="checkbox"/>	Topic	Instructor Actions
<input type="checkbox"/>	PS.1 Practice Session	<p>Refer trainees to the Practice Session scenarios in their student workbooks.</p> <p>Instructor and Coaches assist trainees during practice sessions.</p>

COMMON UNIT: WRAP-UP

<input checked="" type="checkbox"/>	Topic	Instructor Actions
<input type="checkbox"/>	WU.1 Objectives Review	<p>Congratulate students on finishing the class.</p> <p>Display Slide ROSSD-SL-COMMON-08 (Course Objectives Review).</p> <p>Ensure each objective has been met.</p> <p>Elicit and answer remaining student questions.</p>

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<input checked="" type="checkbox"/>	Topic	Instructor Actions
<input type="checkbox"/>	WU.2 Student Expectations	Review student expectations, and ensure each has been met.
<input type="checkbox"/>	WU.3 Practice	<p>Explain that to deepen their understanding of ROSS, and refine their user skills, students must keep practicing when they return home.</p> <p>Point out practice should be performed in the appropriate practice or test environment.</p>

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<input checked="" type="checkbox"/>	Topic	Instructor Actions
<input type="checkbox"/>	WU.4 Course Evaluation	Request students fill out the course evaluation.
<input type="checkbox"/>	WU.5 Workspace Cleanup	Requests students clean up their workspace.