



# Introduction & Common Units

**ROSS Dispatch Training Student Workbook  
Release 2.16.12**

For ROSS Steady State  
Operations & Maintenance



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Introduction & Common Units

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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

### 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: Preorders  
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 Student Workbook.

## 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
<b>Day 1</b>				
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 Statusing	0:45	0:30	4:15
<b>Day 2</b>				
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
<b>Day 3</b>				
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
<b>Day 4</b>				
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
<b>Day 5</b>				
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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**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

**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 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.

## 2.7 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	<ul style="list-style-type: none"> <li>• Instructor introductions.</li>   <li>• Student introductions.</li>   <li>• Student sign-in sheet.</li> </ul>

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

**COMMON UNIT: CLASS OVERVIEW**

<input checked="" type="checkbox"/>	Topic	Instructor Actions
<input type="checkbox"/>	CO.1 Purpose	
<input type="checkbox"/>	CO.2 Objectives	
<input type="checkbox"/>	CO.3 Presentation Methods	Course consists of lecture, class discussion, and hands-on practice.
<input type="checkbox"/>	CO.4 Student Responsibilities and Evaluation	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	

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<input checked="" type="checkbox"/>	Topic	Instructor Actions
<input type="checkbox"/>	CO.6 Reference Manual	
<input type="checkbox"/>	CO.7 Student Expectations	

**COMMON UNIT: PRACTICE SESSION**

<input checked="" type="checkbox"/>	Topic	Instructor Actions
<input type="checkbox"/>	PS.1 Practice Session	Refer to the Practice Session scenarios in your student workbook.

**COMMON UNIT: WRAP-UP**

<input checked="" type="checkbox"/>	Topic	Instructor Actions
<input type="checkbox"/>	WU.1 Objectives Review	<p>Congratulations on finishing the class.</p> <p>Course Objectives Review.</p> <p>Remaining questions.</p>

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<input checked="" type="checkbox"/>	Topic	Instructor Actions
<input type="checkbox"/>	WU.2 Student Expectations	
<input type="checkbox"/>	WU.3 Practice	<p>To deepen your understanding of ROSS, and refine your user skills, you must keep practicing when you return home.</p> <p>Practice should be performed in the appropriate practice or test environment.</p>
<input type="checkbox"/>	WU.4 Course Evaluation	Fill out the course evaluation.
<input type="checkbox"/>	WU.5 Workspace Cleanup	Please clean up your workspace.