

**ROSS Production Version 2.14.1 / NESS Application Portal Production Implementation FAQ**

**1. What is driving the changes in user accounts and other information in this release of ROSS and NAP?**

Answer: The Federal Information and Security Management Act mandate these security measures be used.

**2. In the past how did some of the existing accounts pass the security audits?**

Answer: The *majority* of the initial audits each quarter have produced findings that do not meet the standards. Each time, the ROSS Team has worked with dispatch personnel to perform account edits to meet the standards. There is a history of post audit violations where dispatchers have performed changes after the audit to place an account back in the state it was before the audit. One example is many "Standard" accounts are often found with the "Account Manager" role assigned. This is a violation of the security standards as the "Account Manager" role should only be assigned to a "Privileged" account (AM-).

**3. Will Duty Officer Group Accounts be allowed?**

Answer: Yes. Please see the "Procedures for Establishing Duty Officer" posted on the ROSS Webpage. Local Centers may create generic Duty Officer Group Accounts so long as they follow the instructions provided.

**4. The maintenance instructions said that generic accounts should be deleted. Does this include the ROSS Helpdesk and the Organization Maintenance accounts?**

Answer: No. Both the ROSS Helpdesk and Organization Maintenance accounts will remain. Dispatch Centers should delete generic accounts created by their office with the exception of the Duty Officer Group Accounts that are created using the new guidelines.

**5. During the process of deleting a user account, after selecting the delete icon, a "Read only" error message appears. What should a user do when this error appears?**

Answer: If the user clicks "ok" on the error message box, and then clicks on the delete icon again, the record will be deleted. This is a known glitch which has a work-around.

**6. After correcting a phone number, IQCS is adding slashes to the phone number. Are the changes being saved?**

Answer: Yes they are saved. There is a minor glitch in the system causing the phone number to be displayed on the user screen improperly. The good news is the phone number is changed in the database that will be used for the migration.

**7. When a Username that is on the GACC spreadsheet (column number H) is entered into ROSS, sometimes the following error appears:**

Save Failed: An error occurred while saving account information. This Username already exists. Type a different one or click Undo to disregard the changes.

**How should this be handled?**

Answer: Use the following process to derive a unique Username.

Example: Proper Name is John Charles Smith (or John C Smith)

#	Proposed Username	Instruction
1	jsmith	If Username is not unique, go to #2
2	johnsmith	If Username is not unique and the Proper Name has been entered with a middle name or middle initial, go to #3 , otherwise go to #5
3	jcsmith	If Username is not unique, go to #4
4	johncsmith	If Username is not unique, go to #5
5	jsmith1	If Username is not unique, go to #6
6	jsmith2	If Username is not unique, continue to increment the number until a unique Username is found

**8. Will account passwords really expire in 30 days for administrative users and in 60 days for standard users? How do we get back in?**

Answer: Yes, the password expiration policy will be strictly enforced. The password expiration policy is:

- Standard Accounts – 60 days (same as current ROSS)
- Privileged Accounts (ad.) – 30 days

Accounts that have not been accessed for a period of 90 days are automatically disabled. Users desiring to restore disabled accounts will need to call the Helpdesk to request that access be restored.

**9. If account names are not fixed prior to 20 Feb, what will happen to them?**

Answer: After February 20, another audit will occur. Accounts identified with red or yellow highlights on the GACC spreadsheet which are not corrected will be removed. All users and Account Managers are encouraged to correct accounts they wish to keep.

**10. If the changes are made in ROSS on the items highlighted in red on the GACC spreadsheet, will the accounts deploy over to the new system?**

Answer: Yes, as long as the accounts have been accessed between August 10, 2011 and March 6, 2012.

**11. How are new NAP accounts created and how long does it generally take for them to be processed?**

Answer: While the process for requesting accounts is still being finalized, there will be two ways to request accounts. The preferred process for "Non-Emergency" situations is for the user to request an account on-line through the NAP Webpage. Accounts requests done in this manner will be reviewed and processed daily. Emergency requests can be rapidly completed if a Dispatcher calls the Helpdesk and completes a request via phone. Helpdesk agents are available 24/7.

**12. Will Administrative Accounts be able import information from IQS?**

Answer: No. This will be a role available within the standard user account.

**13. Will a Dispatch Center need to request a user account for every assigned dispatcher?**

Answer: There is no change from the current procedure. Once an account exists in NAP, it can be added to one or more Dispatch Centers. An Account Manager at a Dispatch Center will select the option "+" (add new user), and then "Search" for the user. If the user is found, it means there is an existing NAP account and the user can be added to the current center. The local Account Manager may assign application roles to the user.

**14. What about Web Status Users who also have a ROSS account? Does changing their Web Status also reset their ROSS password and its information?**

Answer: Yes

**15. What if an AD Dispatcher has not logged in to ROSS in the past 270 days?**

Answer: Any account in Production ROSS that has not been accessed since 10 Aug 2011 will be deleted during the migration from ROSS 2.14 to ROSS 2.14.1. Migrated accounts will reside in the NESS Application Portal. A feature of the portal will permit accounts for seasonal workers, ADs and other users who only work for short periods during the year, to have their account put in a "Disabled" state until such time as they return to work. When the user returns to work, their account can be easily reactivated.

**16. When will the Practice environment be available?**

Answer: It became available on 13 February 2012. There is a scheduled outage on 24 February 2012 beginning at 0900 AM MT. Users are reminded that Practice will be running a beta version of ROSS 2.14.1. The system may need to be brought off line periodically to accommodate the development activities. Changes made to the NAP Practice database may have data refreshed at any time and do not carry over to the Production environment.

**17. Question: Does the migration affect the Reports?**

Answer: Yes. ROSS Cognos Reports-AM account users' "My Folders" information will not migrate. Additionally, any account not migrated to NAP will be removed from ROSS Reports.

**18. Question: Is it okay to reset passwords in ROSS Reports?**

Answer: No. Always use the NAP for user account maintenance. Users should never reset their username password while accessing ROSS Reports directly as this will cause the user account to be out of sync with NAP.

**19. Question: What happens to "My Folders" reports and report functionality if the username is changed?**

**All Users**

If the Username is changed, all reports in "My Folders" will be lost. The folder will be empty. The user will need to recreate the report views from the base line reports in the Reports Folder, save them as a report view in "My Folders" and reschedule them. See the Reports User Guide available through the ROSS Home page > User Guides link on the left side of the ROSS Home Page, the Schedule Reports section.

**Query Studio Users (Privileged Users) Only**

If the Username is changed, "My Folders" will be empty AND Query Studio will not be accessible. To restore Query Studio access and Query Studio reports previously saved in "My Folders", please submit an Interagency Helpdesk ticket (<http://www.interagencyhelpdesk.com/>) with the following information:

- a. Name: John Doe
- b. Old Username: JDOE1
- c. New Username: JDOE