

Resource Ordering and Status System

User

Business Resumption Plan



I. INTRODUCTION

This document is the disaster preparedness and recovery plan for users of the Resource Ordering and Statusing System (ROSS). The purpose of the plan is to aid users in the event they are unable to connect to the ROSS server. The goal is to determine the cause of the disruption and to restore dispatch operations and communications with in ROSS as quickly as possible.

The disaster recovery plan explains procedures and resources available to assist in preventing the loss of or rapidly reconstructing records or communications. The plan also includes a table of trouble shooting methods should you be unable to access ROSS.

Additional information is provided in the appendices of this document and supporting documents containing additional hardware and software are located on the ROSS web site at <http://ross.nwcg.gov>.

What is a Disaster?

A disaster is a sudden unexpected event that prevents a user from accessing the ROSS servers. Examples of events include power or phone line outages, disruption to the local area network (LAN), or evacuation of a dispatch office.

II. User Responsibility

The user's responsibilities in carrying out this plan include:

- Enhancing this plan to reflect local conditions
- Identify appropriate methods of recovery and the equipment/locations to execute the plan.
- Identify personnel to carry out the plan.
- Brief all dispatchers on the location and contents of the plan.
- Implement the plan.
- Test the plan.

This document is in MS word format to facilitate users personalizing the document and storing as both hard and soft copy. Every dispatcher in the office should have been briefed on and know the location of the plan.

III. Pro Active Mitigation

ROSS is a "mission critical" software program used by the dispatch community. Many potential problems can be mitigated by communicating the needs for uninterrupted access to ROSS to the local IRM staff.

There are a variety of agency specific issues such as firewalls and ports that IRM staffs manage. Users should pre arrange after hour support with the IRM staff so they are available if needed.

IV. TROUBLE SHOOTING

The first step in disaster recovery is trouble shooting the issue of access to the ROSS system. The primary goal is to determine source of the problem and what steps are needed to resolve the issue. There are several reasons that could prevent access to ROSS.

- Your local area network may be down.
- Fire walls may be preventing you from accessing ROSS.
- Ports may need to be opened before you can access ROSS.
- ROSS itself may be down for maintenance or having issues.

See appendix A for trouble shooting steps.

V. BACKUP PLANS

The key to a disaster recovery is a backup plan. To facilitate backup plans, users must communicate their plan to their computer support staff and other involved offices. In instances where the ROSS system may not be available for technical reasons, there are several options to ensure data is recorded until system recovery is complete and data is synchronized to the point of the event.

A. Interagency computers

This plan assumes the problem is with a specific agency's network. Users would log on to another agency's computer to access ROSS with their normal user name and password.

Major component; Users must have authority to log onto another agency's computers.

B. Off site computer facilities

This plan enables a user to move to a pre-established location and continue in ROSS relatively uninterrupted. This works best if there is a standing agreement with an office or vendor for use of computers on short notice. Examples of offsite computer facilities are the libraries, colleges and computer software training companies.

Major component: The ability to procure facilities services quickly. When determining suitable sites, see the ROSS hardware and software requirements.

C. Agreement with neighboring units

This requires a pre-identified agreement with a dispatch unit to conduct your business in ROSS should you be unable to access the server. It ensures uninterrupted data flow in the system. When the issue is resolved, your office would resume the dispatch authority with little or no catch up time.

Major component: Someone at the designated alternate dispatch should be set up with a user account and roles in your dispatch office's ROSS account. This enables them the pre-identified authority to take over the dispatch duties of your office should there be a need.

D. Paper system

The least desirable plan and should only be used if the ROSS server is not available by any method. This option requires users enter data on the card stock resource order form and then enter the data in to the system after the issue is resolved.

Appendix A

ROSS Trouble Shooting

Determining who to call when you cannot access the ROSS application

Problem	Q / A	Solution
<p>Unable to access ROSS. Receive a VLS or a long error message containing the word Corba.</p> <p>These two error message often mean you are unable to connect to the internet. ROSS maybe running, but if you cannot access the internet, you cannot access ROSS.</p>	<p>Q - Can you access an internet site? A - No</p> <p>Q - Can another computer in your office or another dispatch on the same agency network connect to the internet? A - No</p> <p>Q - Can a different agencies computer connect to the internet and/or ROSS? A - Yes</p>	<p>Your agencies internet appears to be down</p> <p>Contact local IRM staff for status of your internet</p> <p>You will not have access to ROSS until your internet is restored</p> <p>Work Arouds</p> <ul style="list-style-type: none"> • If you have another agencies computer available, use that network until yours is restored <p>OR</p> <ul style="list-style-type: none"> • Move dispatch operations to another location that does not use your agencies network. <p>OR</p> <ul style="list-style-type: none"> • Contact one of your designated dispatch offices to continue dispatching for you until you have internet again

Problem	Q / A	Solution
<p>Unable to access ROSS. Receive a VLS or a long error message containing the word Corba.</p> <p>These two error message often mean you are unable to connect to the internet. ROSS maybe running, but if you cannot access the internet, you cannot access ROSS. Cont.</p>	<p>Q - Can you access the internet? A – Yes</p> <p>Q – Can you access the ROSS web site? A – No</p> <p>Q – Can another computer in your office or another dispatch on the same agency network access ROSS? A - Yes</p>	<p>This may be a port or fire wall issue on your computer</p> <ul style="list-style-type: none"> • Contact local IRM and tell them only your computer (or only your agency in your office) cannot access ROSS. Other computers on the same agency network can. <p>Work Arouds</p> <ul style="list-style-type: none"> • Use another computer in your office. <p>OR</p> <ul style="list-style-type: none"> • Have a laptop you could set up? <p>OR</p> <ul style="list-style-type: none"> • Move dispatch operations to another location that does not use your agencies network. <p>OR</p> <ul style="list-style-type: none"> • Contact one of your designated dispatch offices to continue dispatching for you until you have internet again
	<p>Can you access the internet? A – Yes</p> <p>Q – Can you access the ROSS web site? A – Yes</p> <p>Q – Can another computer in your office or another dispatch on the same agency network access ROSS? A - No</p>	<p>ROSS maybe down</p> <ul style="list-style-type: none"> • Contact the ROSS Helpdesk • 1-866-224-7677