

ROSS Version 2.7 Release Notes

This is a synopsis of the new and corrected functionality included in ROSS version 2.7 which includes internal releases 2.5 and 2.6. Known issues and workarounds are included. The primary objectives of version 2.5 were to improve handling of support requests, allow additional centers to add financial codes to incidents and permit filling alias requests with assignment rosters. The focus of version 2.6 was creating an interface that qualification and CAD¹ systems may use to communicate with ROSS. The targets for version 2.7 were to enhance performance on key screens, allow dispatch centers to approve releases from subordinate incidents, add additional Go To functionality, improve visibility and control of tactical aircraft and convert existing reports to the web-based Cognos Reports Studio tool. Additional miscellaneous enhancements and software problems were addressed in 2.5, 2.6 and 2.7.

Performance

Various actions have been taken behind the scenes in an effort to improve performance with specific focus on the following screens: Pending Request, Assignment Roster, Incident Resources, Travel, New Request, Request Status, Resource Status, New Initial Report or Incident and Roster. Actions taken include optimizing database indices and tuning queries. Reports and the DDS have been moved to a secondary server cluster to reduce load on ROSS Production.

Several of the changes undertaken to enhance performance are visible to the user. The notification preference setting “Check for Messages and Reminders Every__Minutes” has been removed because this polling of the database for notifications was a drain on performance. Notifications are now delivered based on a “publish and subscribe” service implemented between the server and the ROSS client.²

 Users may notice that some queries no longer fire automatically when a screen is opened. The user must filter for results to be returned. For example, when the Pending Request screen opens no requests are returned until the user filters. Previously, results for the first catalog (e.g., Aircraft) were automatically displayed even though the user may have only had an interest in viewing Crew requests.

Performance-related changes were made to the Request Status screen. When filtering for incidents to add, the Incident Dispatch and Incident Host dropdowns are initially disabled. Populating the information in these dropdowns caused the slowness when switching between local, non-local and external incidents. If the user does nothing, all dispatch centers and hosts are queried. Checkboxes are used to activate the dropdowns if users wish to query for a specific organization.

On the main Request Status screen, the Last Action filter panel is initially disabled. The panel is activated via a checkbox which is disabled if no incident(s) are selected in the Incident List grid. See the [Request Status](#) section of this document for information on changes to the Incident List grid. The Request Count checkbox is also disabled until an incident is selected. Counts are only displayed when the user selects the checkbox. Once checked the count for the current filter is displayed immediately and updated each time the user re-filters.

¹ [Acronyms](#) are defined at the end of this document.

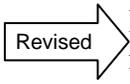
² Users “subscribe” to topics by setting Personal Settings for the Action and / or No Action notification(s) they wish to receive (this is done as in previous versions). Notifications are “published” by topic and automatically routed to everyone that has subscribed. There is no need to specify a time frame to check for messages because they are sent immediately

Additional Go To options have been added to allow users to navigate from screen to screen in the context of a single request or resource. This reduces time spent setting filters and executing queries. For more information see the [Go To Options](#) section.

CAD Interface

A generic services interface has been built which allows data to be exchanged between CAD systems and ROSS in order to eliminate the duplicate entry of incidents and requests. Dispatch centers that use both ROSS (*excluding Status-Only*) and Altaris CAD may identify their CAD system on the Organization screen's new External Systems tab (Fig. 1).³ The Organization Manager must enter the ID and version of their CAD and select Schema Version 1.0. This allows messages to be sent and accepted between their dispatch and CAD via the interface.

 The security model for the interface requires that CAD users also have a ROSS user name and password. CAD users that already use ROSS must have the Dispatcher role assigned in ROSS. CAD users that only have Web Status access to ROSS must have their ROSS accounts updated to select the new "Services Access" checkbox and assign the "Service Access Only" role. For CAD users that have no ROSS access, the ROSS Account Manager at their dispatch center must create a ROSS account, select "Services Access" checkbox and assign the "Service Access Only" role. No other roles should be assigned.

 For all resources that are in both ROSS and CAD, the resource name, qualifications and resource ID⁴ must be in sync between the two systems. ROSS will advise CAD when the name of a resource changes in ROSS. This does not include name changes for single overhead resources. NOTE: Supply and service requests are not handled by the CAD interface.

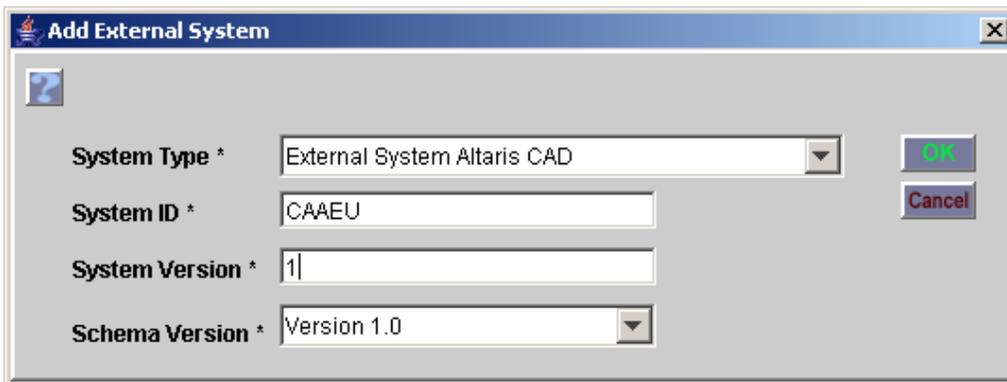


Figure 1 – Adding CAD system to External Systems tab.

Users who have added a CAD system will see a new tab on the Incident and View Incident screens that indicates the current system of record (SoR) for the incident (Fig. 2). When the user's CAD is the SoR, updates to the incident by CAD are permitted as long as the incident is open. The default SoR for incidents pushed from CAD to ROSS is CAD. Dispatch Managers may change the SoR from their CAD to ROSS and vice versa. SoR is now displayed in the Incidents file on DDS.

³ At present, only CalFIRE's Altaris CAD system has been adapted to utilize this functionality.

⁴ This is ROSS internal resource ID which is displayed to users in DDS.

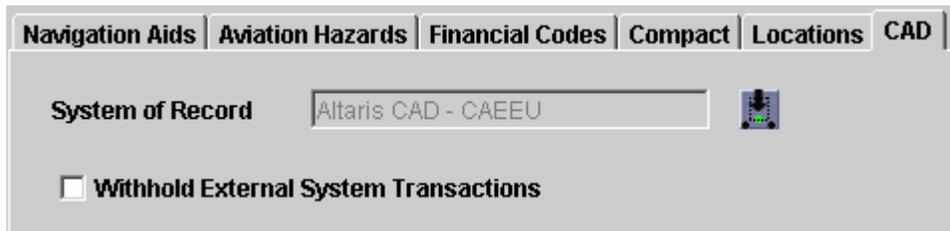


Figure 2 – Incident screen indicates current system of record.

When attempting to transfer an incident with an SoR of CAD, the user is advised that the SoR will be changed to ROSS if they continue. CAD systems associated with the transferring and receiving dispatch centers are notified. Merging two incidents has no effect on the SoR of the destination incident. Dispatch Managers may check the “Withhold External System Transactions” checkbox to suppress request-based notifications to their CAD system. This is useful when CAD is no longer dealing with the incident, i.e., all work is being done in ROSS. NOTE: Messages are still sent to non-local CAD systems, as appropriate.

CAD users may push an incident and filled request to ROSS. In response, ROSS creates the incident and request and assigns the resource. Additional requests may be filled in CAD and pushed to ROSS so that the two systems stay in sync. A CAD user may choose to place a request to another ROSS dispatch. ROSS will create the request and place it as indicated. If the place-to ROSS dispatch also uses CAD the request is automatically routed to CAD where it may be filled or UTFd. If UTFd the request is returned to ROSS and CAD is notified. Once an incident has been pushed to ROSS requests for it may be created and filled (or placed) by either system.

Rosters for CAD resources may be sent to ROSS where the information is used either to replace the existing master roster or create one if none exists. When CAD fills a request with a roster and sends to ROSS an assignment roster is created in ROSS and the master roster is updated if necessary. CAD users may send updated resource status to ROSS including setting resources At Incident when the incident does not exist in ROSS. If the supplied status is valid, it is updated in ROSS. The interface allows both returned and demobing resources to be checked in.⁵ Doing so updates the demob ETA to the time of check-in. When the parent of an assignment roster is checked in the selected status is applied to all local and non-local members of the assignment roster.

Resource Clearinghouse

The ROSS Resource Clearinghouse (RC) is a new web-based application that is designed to reduce the opportunity for duplicate overhead resources to be added to ROSS by a ROSS user or by IQCS.⁶ When a ROSS user creates a new overhead resource the entered name, SSN, home dispatch and provider are checked against existing RC records. (NOTE: As part of this implementation, ROSS users must now provide the SSN when adding overhead resources. See the [Qualification Interface](#) section for more information.) If no match is found the resource is added to the RC and assigned a clearinghouse ID. This ID is returned to ROSS and the resource is saved. The entire process takes a few seconds and operates in the same fashion when IQCS registers a new resource. When the name and / or SSN of an existing ROSS-entered resource is updated a duplicate check against resources in the clearinghouse is performed again. A field (RES_CLEARINGHOUSE_ID) has been added to the DDS Resources file to display the clearinghouse ID.

⁵ In ROSS resources must be Returned from Assignment prior to check in. This functionality is not changing.

⁶ At this time IQS records are not in the clearinghouse and the process to import them into ROSS process has not changed.

If a possible duplicate is found in the clearinghouse the record is saved for resolution by the clearinghouse Data Steward who determines whether to add or reject the resource. In these cases the error returned to the external system (ROSS or IQCS) indicates that manual verification is required and directs the user to the ROSS Helpdesk. A resource is never added to the RC if the SSN matches that of an existing RC record. Instead, the error returned indicates the name, dispatch, provider and clearinghouse ID of the existing record. Resources that are removed, inactivated or deleted in ROSS or IQCS remain in the RC. If the same resource is added back by ROSS or IQCS the old clearinghouse ID will be applied.

Permissions in the RC are role-based. Table 1 outlines the three roles and their permissions.

Permissions	Administrator	Data Steward	Read-Only
Log In / Log Out	X	X	X
Access Help ⁷	X	X	X
Create & Maintain External Systems	X		
Create & Maintain Users	X		
Create & Maintain User Accounts	X		
Search Records		X	X
Add, reject or merge possible duplicates		X	

Table 1 – Resource Clearinghouse roles and permissions

The Data Steward will use the RC Duplicates screen to research possible duplicates that are saved for manual verification and determine whether they should be added, rejected or merged (Fig. 3). This may require contacting the user that attempted to add the resource. The Duplicates screen displays owning system, name and last four digits of the SSN for resource(s) that have been saved for verification. The possible duplicate(s) in the clearinghouse are also displayed along with their history for PIN, organization and SoR. To assist in identifying records with SSN typos, the number of matching digits (MD) in the PIN is displayed for each possible duplicate found in the RC.

[Continued on next page]

⁷ The Help function of the clearinghouse is not being implemented version 2.7.

Records saved for Data Steward to validate

Information about the existing clearinghouse record(s)

A Cleve Baxter exists in the clearinghouse with the same provider & dispatch

ROSS user attempted to add Clive Baxter but a possible duplicate was found in the clearinghouse.

System	Date Received	PIN	PIN Type	Resource Name	Reason
IQCS	2007/03/28 10:16	###-##-4445	SocialSecurityNumber	IQCSB B IQCSBB	Possible Duplicate Found
ROSS	2007/07/05 16:45	###-##-6963	SocialSecurityNumber	Clive Baxter	Possible Duplicate Found

PIN	PIN Type	Resource Name	MD
###-##-8987	Social Security Number	CLEVE BAXTER	2

Resource Name CLEVE BAXTER			
PIN History			
PIN	Type	Start	End
###-##-8987	Social Security Number	2007/06/28 08:44	9999/12/31 00:00
Org History			
Unit Id	Type	Start	End
G4-A12	PROVIDER UNIT	2007/06/28 08:44	9999/12/31 00:00
GV-4A1	HOME DISPATCH UNIT	2007/06/28 08:44	9999/12/31 00:00
System History			
Name	Start	End	
Resource Order and Status System	2007/06/28 08:44	9999/12/31 00:00	

Figure 3 – Resource Clearinghouse Duplicates screen.

The Search screen allows the Data Steward and Read-Only users to view the RC data (Fig. 4). No actions are taken on this screen – its intent is to provide additional information that may be useful in justifying duplicate records. Users may search by name, PIN, clearinghouse ID, provider, dispatch and owning system. Entered SSNs are completely masked and only the last four digits of SSN are displayed in search results. Wildcard searches are permitted.

The PIN field is disabled until a PIN Type is selected.

Search may be limited to deleted records or possible duplicates.

History for the selected resource is displayed in the lower grid.

Clearinghouse ID	PIN	Name	Provider	Home Dispatch	Owing System
11935	###-##-6216	Alan BUYM GVFOUAONE THR	G4-A11	GV-4A1	ROSS
11737	###-##-6018	Alan HCWM GVFOUAONE FIV	G4-A11	GV-4A1	ROSS

PIN History			
PIN	Type	Start	End
###-##-6216	Social Security Number	2007/03/27 12:59	9999/12/31 00:00
Org History			
Unit Id	Type	Start	End
GV-4A1	HOME DISPATCH UNIT	2007/03/27 12:59	9999/12/31 00:00
G4-A11	PROVIDER UNIT	2007/03/27 12:59	9999/12/31 00:00
System History			
Name	Start	End	
Resource Order and Status System	2007/03/27 12:59	9999/12/31 00:00	

Figure 4 – Resource Clearinghouse Search screen



- **Known Issue:** The upper and lower grids of the RC Search screen may overlap when accessed via Internet Explorer 7. This will be corrected in version 2.8.

Qualification Interface

This new interface allows for the real-time addition and update of IQCS resources and their qualifications to ROSS and replaces the existing batch import process.⁸ IQCS records are registered in the Resource Clearinghouse when they are created but they are not added to ROSS until at least one valid qualification is sent via the interface. See the [Resource Clearinghouse](#) section for more information. Resources that are marked terminated, inactive or deceased in IQCS become removed in ROSS. If the SSN, name, provider and dispatch of a new IQCS record match an existing ROSS record in the clearinghouse, the ROSS record will be converted to IQCS and the qualifications will be replaced with the most current IQCS information. Table 2 (next page) outlines the actions in IQCS that result in add, convert, remove, restore or delete resource actions in ROSS. NOTE: Resources that are currently assigned in ROSS may not be removed or deleted due to actions taken in IQCS.

When IQCS...	In ROSS the...	To be Notified Select Admin...
Adds new resource and no match is found	Resource is added and autodoc is created	No Action → Enter Resource
Adds (or reactivates) a resource where SSN, name, dispatch & provider match existing ROSS record	SoR is converted to IQCS, qualifications are replaced and autodoc is created	No Action → Modify Resource
Marks a resource terminated, inactive or deceased	Resource is removed and autodoc is created	No Action → Modify Resource
Sends qualification(s) for a reactivated resource	<ul style="list-style-type: none"> • Resource is restored, qualifications are replaced and autodoc is created • If provider has changed, status is set to Unavailable (Provider Changed) 	<ul style="list-style-type: none"> • No Action → Modify Resource • Action → Modify Resource
Deletes a resource due to merge and surviving resource is not in ROSS	Resource is removed with autodoc or deleted (if there is no assignment history)	No Action → Modify Resource (<i>see Known Issue below</i>)
Deletes resource due to merge and surviving resource is in ROSS	<ul style="list-style-type: none"> • Resource is removed with autodoc or deleted (if there is no assignment history) • NOTE: if there is assignment history the resources must be merged in ROSS 	<ul style="list-style-type: none"> • No Action → Modify Resource (<i>see Known Issue below</i>) • Action → Merge Resource (<i>see Known Issue below</i>)

Table 2 – Actions in IQCS that create, convert, remove, restore or delete resources in ROSS.

- **Known Issue:** The three notifications for resources that are removed due to merge / delete action in IQCS are not being generated. This will be corrected in a future release.
- **Known Issue:** Users are permitted to merge an IQCS record into a surviving IQS record in ROSS. This functionality will be addressed when the interface with IQS is implemented.
Workaround: Do not merge the resources. Instead, the IQCS account manager should be contacted and asked to inactivate the IQCS record.

⁸ The .mdb files for IQCS resources will no longer be posted. IQS resources are not addressed in this version and the existing batch import process for them is still in place.

- **Known Issue:** When resources are converted from SoR of ROSS to IQCS the contact information from IQCS is not added. This will be corrected in a future version.

Many changes related to the new qualification interface have been made to the ROSS application. First, middle and last names, whether entered in ROSS or coming from a qualification system, may only contain alpha characters, spaces, apostrophes and dashes (*not in the first or last position*). ROSS users are now required to enter and confirm the SSN when creating a new overhead resource so that duplicate checking can occur in the clearinghouse (Fig 5). See the [Resource Clearinghouse](#) section for more information. The SSN requirement also applies when converting an external resource to internal and when using “Fill with New Resource” for non-group overhead requests. SSN is completely masked when entered or updated and is displayed as XXX-XX-XXXX. ROSS Data Managers are encouraged to enter SSN information for their existing resources.

The screenshot shows a form titled "Overhead Resource Details" with the following fields:

- Provider ***: Text box containing "National Forests in Florida" with a dropdown arrow icon.
- Employment Class ***: Dropdown menu showing "Emergency Firefighter".
- Preferred Jetport ***: Text box containing "TALLAHASSEE REGIONAL" with a dropdown arrow icon.
- Owner**: Empty text box with a dropdown arrow icon.
- Home Unit**: Empty text box with a dropdown arrow icon.
- Social Security Number ***: Text box containing "*****" with a green arrow pointing to it from the right.
- Confirm Social Security Number ***: Text box containing "*****".

Figure 5 – SSN is now required when creating overhead resource in ROSS.

All references to Employment Status have been changed to Employment Class. In ROSS the IQCS employment types Career, Seasonal and Temporary are set to Regular Agency. Casual and Volunteer are converted to Emergency Firefighter and Contractor is set to Personal Service. Fitness Rating and Fitness Expiration are no longer displayed for IQCS resources. The Remove button has been disabled for resources that were not ROSS-entered. Users may no longer merge two IQCS records in ROSS – the merge must take place in IQCS so that the clearinghouse and ROSS are properly updated.

All fields on the Edit Person dialog are disabled for resources that were not ROSS-entered. ROSS users may only update the following information for resources received from IQCS: contacts (*add only*), owner, home unit, preferred jetport, home location, body weight and gender. NOTE: Updated contact information sent from IQCS will replace existing IQCS contact information – contacts added in ROSS are unchanged.

Preferred jetport is a required field for single overhead in ROSS and is not maintained in IQCS. In order to gather missing jetport data the “Select Preferred Jetport” dialog or a required Pick field are now displayed automatically in the following circumstances:

- On Resource Item when an overhead that does not have a designated jetport is selected.
- On the Roster screen when an overhead without a jetport is assigned as a primary or alternate
- On the Fill Request dialog when the assigned overhead does not have a designated jetport.

The selected jetport is saved to the Resource Item screen, i.e., the dialog is not displayed again for the same resource.

The Q/T/U column header on the Qualifications tab and elsewhere in ROSS now reads Qual Status. New statuses for Unqualified and Blocked have been added. The Qual Status codes have been replaced with the full name, e.g., “Qualified” rather than “Q”.

- **Known Issue:** Qual Status codes are still displayed on the Available tab of the Pending Request screen. This will be corrected in a future version.
Workaround: Users may View Resource to distinguish whether a “U” stands for Unqualified or Unknown.
- **Known Issue:** When adding positions to a manifest, users may select qualification statuses for Blocked, Unqualified and Unknown. The dropdown is sorted alphabetically and defaults to “Blocked”. These options will be removed in a future version.
Workaround: Only the Qualified and Trainee options should be used.

Unqualified and Blocked resources are only displayed on the Available tab of Pending after an override search. Users that override and fill with a resource that has no qualifications; does not have the requested qualification; or whose qualification status is Unqualified or Blocked will be required to enter documentation (Fig. 6). An autodoc will be added indicating that the request was filled with a resource that was not qualified. Override fills will also be noted in the DDS Requests files including name of the user who performed the override.

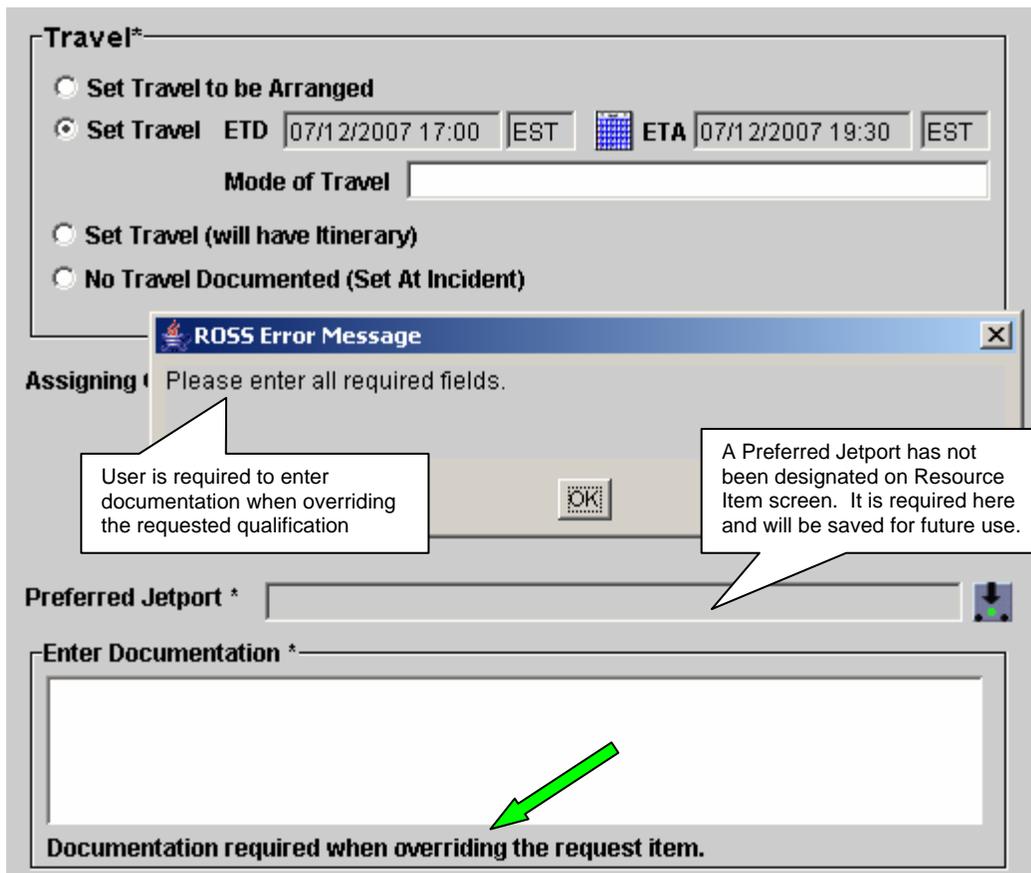


Figure 6 – Documentation required when overriding requested item.

- **Known Issue:** For requests that specify “Trainee Acceptable”, resources whose qualification is Unqualified or Blocked are incorrectly displayed on the Available tab (i.e., before an override search). This will be fixed in version 2.8.
Workaround: Users will know if they are filling with a Blocked or Unqualified resource because documentation will be required.

The dispatch center that is entered in IQCS will be used when a resource is first sent to ROSS. Thereafter, ROSS is considered the SoR for dispatch – if the information is out of sync between the two systems ROSS wins. Home unit, owner and home location are initially set to the provider organization supplied by IQCS. Changes made to these in ROSS are not overwritten by subsequent IQCS updates. A resource’s provider organization may be changed by either system. When IQCS updates a resource’s provider and resends their qualifications, ROSS will set the status to Unavailable with reason “Provider Changed”. This cues the dispatcher that the record should be examined as it may need to be transferred to another center. IQCS updates to provider will be rejected if the resource is currently assigned. Users may choose to be notified when IQCS changes a resource’s provider organization by selecting Personal Settings for Admin → Action → Modify Resource.

- **Known Issue:** The unavailability reason “Provider Changed” is incorrectly available on the Resource Status screen and in Web Status. This will be corrected in a future version.
Workaround: This unavailability reason should not be used.
- **Known Issue:** When IQCS changes the provider organization all qualifications are removed in ROSS.
Workaround: New business process requires that the IQCS account manager resend the qualifications. In the interim, the resource may be dispatched using the override functionality.

A resource item autodoc is generated when IQCS adds or updates a qualification. IQCS may not delete or update a qualification if the resource is currently assigned to a request for that qualification / catalog item.

Users may choose to be notified when qualification are added, updated or deleted by IQCS by selecting personal settings for Admin → No Action → Modify Resource. To receive notifications for qualifications that are Blocked in IQCS users must select Admin → Action → Modify Resource.

- **Known Issue:** The notification for updates to qualification status (i.e., from trainee to qualified) is not being generated. This will be fixed in a future version.

Release Authorization

This new screen allows a parent dispatch to authorize or hold the release of ACEO non-service resources committed to their immediate subordinate’s incidents (Fig. 7). Some GACCs have policies requiring that they be notified of releases 24 to 48 hours prior to demob so that they may hold critical resources and broker reassignments. The Release Authorization screen helps to automate this process. NOTE: No action is required by parent dispatch centers that do not wish to utilize this feature – releases will function as in previous versions.

[Continued on next page]

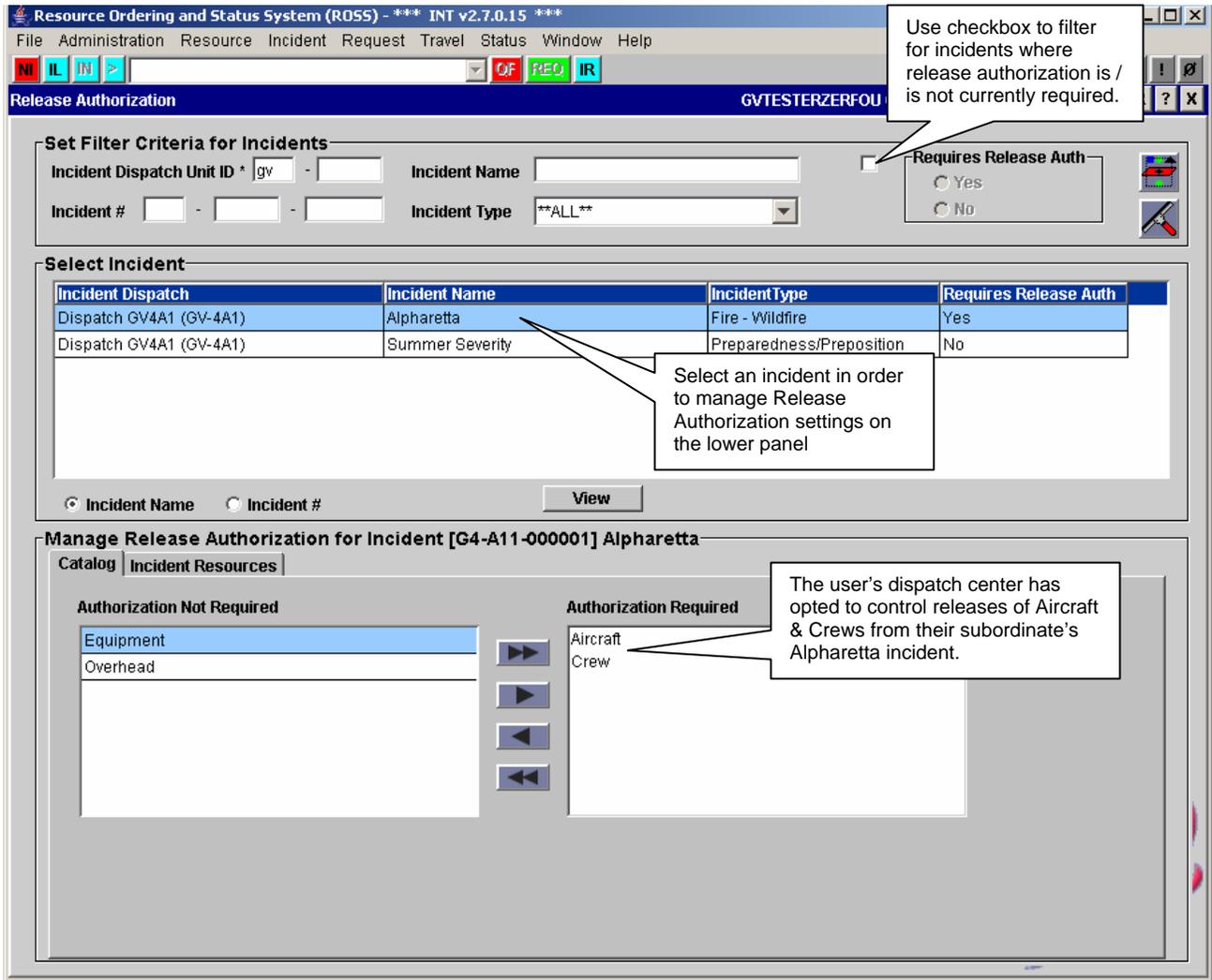


Figure 7 – Release Authorization screen.

Dispatch Managers set Release Authorization by incident and catalog. The Select Incident grid displays all open incidents managed by the user's immediate subordinates. Once an incident is selected from the upper panel, any combination of ACEO may be selected on the Catalog tab.⁹ For instance, a center may only wish to control the release of Aircraft and Crews. When catalog(s) for an incident have been set to "Authorization Required", the incident dispatch is prevented from releasing resources assigned to requests in those catalogs. The incident's only release option is to set a Tentative Release which automatically sets the authorization to "Hold Release". When setting a Tentative Release, users are required to indicate whether or not the resource is available for reassignment.¹⁰ NOTE: Resources assigned to subordinate requests are controlled by the catalog of the parent request – in other words, if release authorization required for Crews then crewmember releases must also be authorized.

Dispatchers at the parent center use the Incident Resources tab to view and Authorize or Hold release of tentatively released resources (Fig. 8). The reassignment availability / unavailability is indicated by (A) or (U) appended to Resource Status. The incident dispatch center may reassign or unrelease resources that are being held by their parent – the only restricted action is Release.

⁹ The Catalog tab is only displayed to users who have the Dispatch Manager role.

¹⁰ This is true for all incidents whether the parent is restricting releases or not.

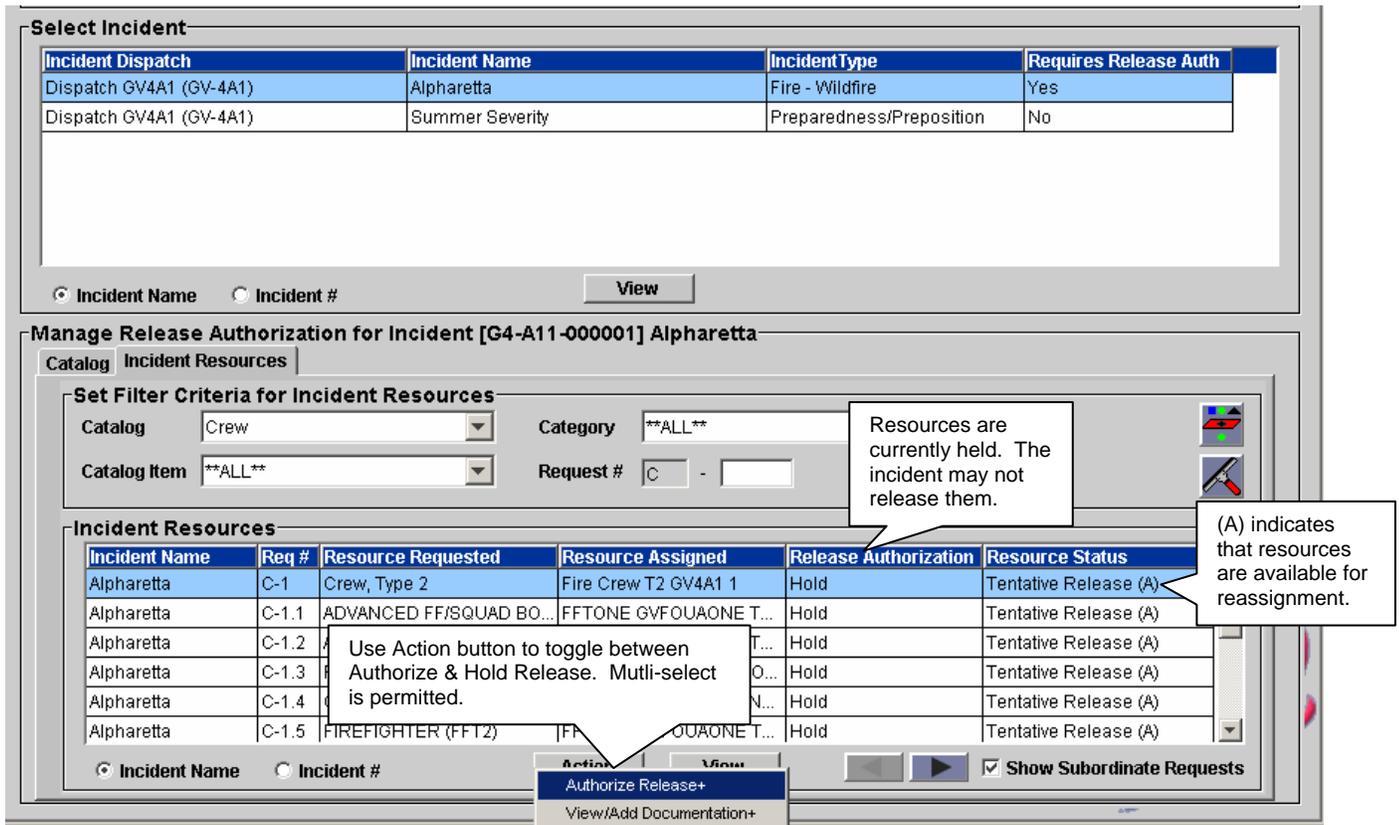


Figure 8 – Managing tentatively released resources via Incident Resources tab.

To provide information to the incident dispatch, a Release Authorization column has been added to the existing Incident Resources screen. This column is accessed via the Next button and displays “Hold” or “Authorized” for tentatively released resources if the parent is restricting releases for the pertinent incident / catalog. Otherwise, N/A is displayed.

Notifications between the parent and subordinate are an important piece of this process. Table 3 lists the relevant options.

To be notified when...	Select Dispatch Notification Type and Setting...
Your parent has either restricted releases for one or more catalogs on your incident or removed a restriction.	Incident → Release Authorization Required
Your parent has held release of a resource on your incident.	Request → No Action → Hold Release
Your parent has authorized release of a resource on your incident.	Request → Action → Authorize Release
A subordinate has tentatively released a resource and you control its release.	Request → Action → Tentative Release

Table 3 – Release authorization notifications

Incidents where the parent is controlling releases from one or more catalogs are noted in the DDS Incident files (RELEASE_AUTH_REQUIRED_IND). The Requests file includes indicators for when a resource’s release is being controlled (RELEASE_AUTH_REQUIRED_IND), the current authorization status (RELEASE_AUTH_NAME) and the availability for reassignment of tentatively released resources (AVAIL_FOR_REASSIGN).

- **Known Issue:** Parent dispatches incorrectly receive a notification when the subordinate dispatch edits the availability for reassignment indicator for a tentatively released resource (e.g., from Available to Unavailable). This will be corrected in a future version.
- **Known Issue:** Users are not permitted to Tentatively Release a resource that is mob en route. If the parent is restricting releases from the incident the user cannot set a tentative release until the resource is At Incident.
Workaround: If it is necessary to release the resource prior to arrival at the incident the travel may be updated to force an “At Incident” status. The tentative release can then be set by the incident and authorized by the parent.

Tactical Aviation

Users may now assign a tactical aircraft with its master roster on the Resources tab. It is not necessary to view or edit the assignment roster if all resources are available. ROSS will create and fill the parent and subordinate requests. On the Requests tab, users may fill a request with an assignment roster using the master roster, from configuration, build from scratch, or with selected items methods. “Fill with Prepositioned Roster” is also available when assigning the parent of a prepositioned aircraft group.

Changes have been made to allow parent dispatch centers to exercise more control over the tactical aircraft within their area. Assigned tactical aircraft at subordinate and selection area dispatch centers are now displayed in the user’s Tactical Aviation Resources grid (if the current area of availability setting permits). This allows a request to be placed to or toward the aircraft’s current dispatch center. Previously, only **available** resources at these centers were displayed. Columns for Request Number and Current Dispatch have been added to the grid.

Dispatch centers are now permitted to divert, reassign or fill with tactical aircraft that are assigned to an immediate subordinate’s incident even if they (the parent) are not in the ordering chain of the resource’s request. Table 4 summarizes the permitted actions.

Action	When Resource Status is...	Notes
Divert	Mob en Route	- Unfilled requests become pending with the filling dispatch
Reassign	Mob en Route At Incident Reassigned (At Incident) Tentative Release Released (At Incident) Demob en Route	- Unfilled requests become pending with the reassigning dispatch - Users may not reassign a prepositioned resource to a non-preposition incident
Fill	Reserved Available on Preposition	- Unfilled requests become pending with the filling dispatch - Upon release, prepositioned resources are automatically returned to the preposition

Table 4 – Conditions under which a parent dispatch may divert, reassign or fill with tactical aircraft.

When filling, diverting, reassigning or releasing a tactical aircraft, a destination time zone is displayed and defaulted to the user's time zone (Fig. 9). Users may select a different time zone. The ETE and destination time zone are used to calculate and display the ETA.

The screenshot shows a 'Travel*' form with three radio button options: 'Set Travel to be Arranged', 'Set Travel ATD', and 'Set Travel (will have Itinerary)'. The 'Set Travel ATD' option is selected, showing a date of '06/27/2007 16:09' and a time zone of 'MST'. To the right, there are input fields for 'hrs' (1) and 'min' (20), followed by a '+' sign and another 'Dest TZ' dropdown menu currently set to 'MST'. A green arrow points to this dropdown menu. Below these fields is a 'Travel Remarks' text area.

Figure 9 – Destination time zone.

Users may now print the Resource Order form and Kneeboard Report from the Tactical Aviation screen. The print buttons are available for requests selected from the upper grid and for assigned resources selected from the lower grid. Space for two additional frequencies has been added to the Kneeboard report and the distance to reload bases is now displayed.

Reports

Existing standard reports and all print buttons have been converted to run on the web-based COGNOS Reports Studio tool.¹¹ When the ROSS Reports menu item is selected, the default browser opens a window where users may select from Administration, Incident or Status reports (Fig. 10). The default output format is PDF. Other options are Excel, HTML and XML. A Report View, which has the same run options and properties as the original report, may be saved in a "My Folders" area to be run as needed or scheduled. Users may select a time zone to be used for their scheduled reports.

More information on using COGNOS may be found in the [Creating ROSS Reports Quick Reference Card](#) on the ROSS website.

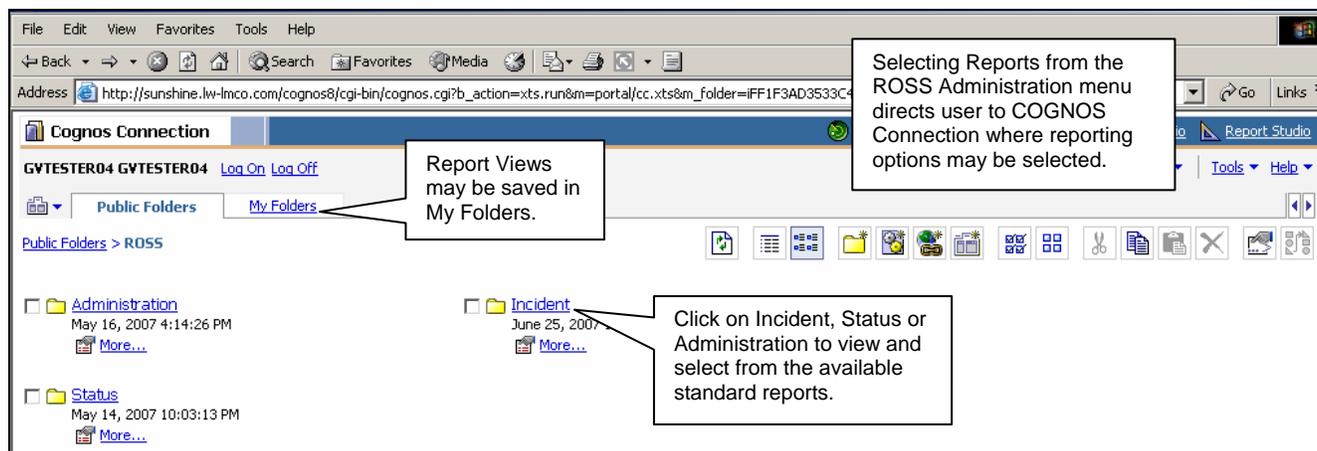


Figure 10 – Selecting ROSS standard report groups in Cognos.

- **Known Issue:** Your ROSS user name and password it must be synchronized with Cognos or scheduled reports will not run.
- **Workaround:** When ROSS password is updated, use the Cognos "Renew Credentials" option to re-synchronize. See [Creating ROSS Reports Quick Reference Card](#) on the ROSS website.

¹¹ COGNOS is now the reporting tool for FAMWEB, ICBS and FPA.



- **Known Issue:** Report may fail to open for some users.

Solution: The nwcg.gov domain must be identified as a trusted site in your web browser. Select Tools→Internet Options→Security tab→Trusted Sites icon. Click the Sites button. In the ‘Add this Web site’ field enter **http://*.nwcg.gov**. Make sure the ‘Require server verification’ check box is unchecked. Click OK or Close. Exit all browser windows and run the report again.



- **Known Issue:** The Kneeboard, Request List and Travel Plan reports may be run on demand but currently they cannot be run on a user-defined scheduled. This will be corrected in a future version.

Disposition of Support Requests

When users take action on the parent of support request(s) they now have greater ability to deal with those support requests that are currently under their control. NOTE: Non-local support requests that have not been yielded or have been yielded but are not yet on en route are controlled by the non-local dispatch – these requests are not displayed on the disposition dialog.

The Disposition of Support Requests dialog is displayed when users take the following actions on the parent of a support request: Cancel, Cancel/UTF, Retrieve, Unfill, Assign, Reassign, QuickFill Reassign, Cancel Reassignment, Divert, Release and Cancel Release (Fig. 11). A new View button allows users to view either the parent or the support request. The Last Action column displays the last action the user’s office took on the selected support request.

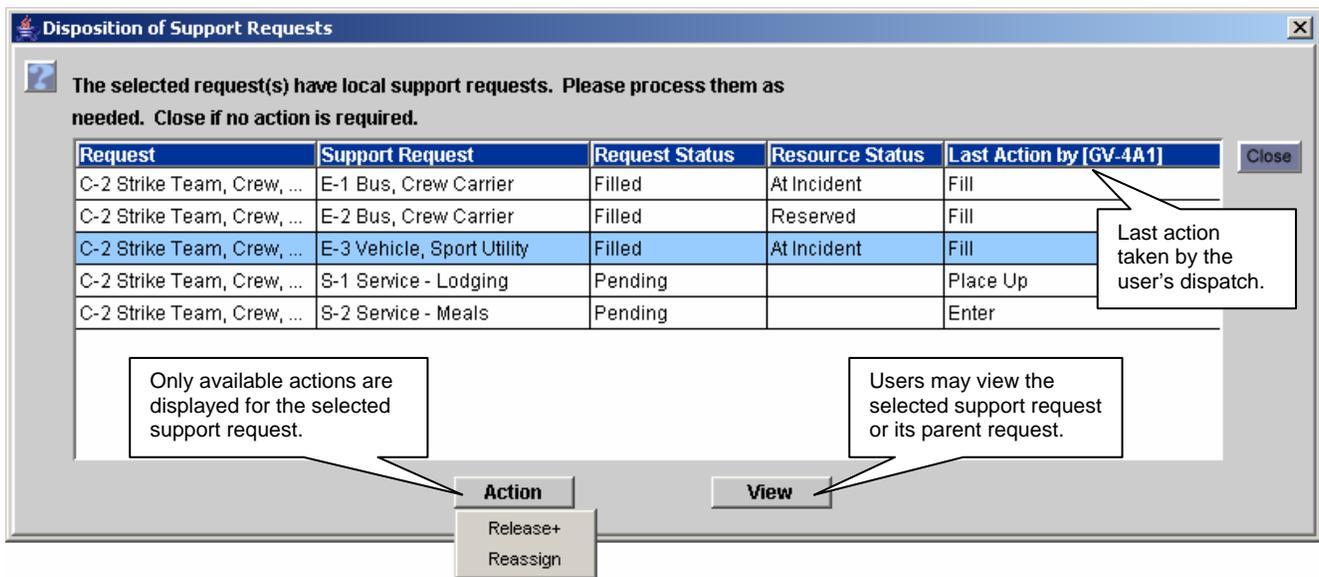


Figure 11 – Disposition of support requests.

All processing is now done from a new Action button. The options that users have on the Disposition dialog depend upon the action taken on the parent request (e.g., release or reassign) and the status of the support request (e.g., pending or filled). Three new options are available: Unfill, Retrieve and Cancel Reassignment of the support request. Users may simply close the Disposition dialog if no action is needed. NOTE: If the dialog is closed users may not return to it. All further processing of remaining support requests must occur on the main ROSS screens.

If users choose to release or reassign a support request the Release or Reassign dialogs are displayed, correspondingly. When the release or reassignment is completed the user is returned to the Disposition dialog where they may take action upon remaining support requests. Unreleasing the parent of a support request does not invoke the Disposition dialog. In this case users will be advised if there are support requests that must be handled.

If the parent of a support request is reassigned **from the Incident Resources screen** and the user also chooses Reassign for the support request, it is assumed that the support request should be reassigned to the same incident as the parent and that the parent / support request relationship should be maintained. If this is not the intent, the user may back out and process the reassignment of the support request from the Incident Resources screen. If the user continues, and a matching pending support request does not exist on the “reassign to” incident, one is created and filled automatically. If a matching pending support request does exist it will be used for the reassignment. The functionality is different when the parent of the support request is reassigned **from the Pending Request screen**. In this case, if users choose Reassign for the support request they are taken to the Incident Resources screen where the resource may be reassigned to an existing request or QuickFill Reassigned.

- **Known Issue:** Users are not given the option to cancel UTFd support requests from the Disposition dialog. This will be added in a future version.
Workaround: The UTFd support request may be cancelled from the Pending Request or Request Status screens.

Go To Options

The Go To button has been added to seven additional screens to facilitate moving from screen to screen while maintaining focus on a single request or resource.¹² Once at the “To” screen, the user may filter to display additional requests or resources. In total, there are twelve new Go To options which are outlined in Table 5.

Users May Go To...	From...
Pending Request	Action Notification, Multi-Place or New Request
Release Resource (Non-Local)	Resource Status or Master Roster
Resource Status	Master Roster
Tactical Aviation Requests tab	Action Notification, Multi-Place, New Request or Pending Request
Tactical Aviation Resources tab	Request Status
Travel	Incident Resources

Table 5 – New Go To options.

For system performance, the conditions for going to the selected screen are evaluated after a Go To option is selected. If not permitted, an appropriate error message is displayed. Previously, the Go To Travel from Request Status option only functioned when the selected resource was either mob or demob en route. This has been modified to allow the Go To Travel action regardless of the resource’s status. If the resource is Reassigned (At Incident), then Go To Travel will display mob travel to the reassignment.

- **Known Issue:** If the selected resource is currently Reassigned (At Incident) and the user is not in the ordering chain of the “reassigned to” request then Go To Travel will open the Travel screen with no incident or resource selected.

¹² The Go To function does not support multi-select.

Manage Incident Financial Codes

Users in the ordering chain of a request may assign financial codes to the incident. This is done via a new Manage Financial Codes button on the Pending Request, Multi-Place and Request Status screens (Fig. 12).

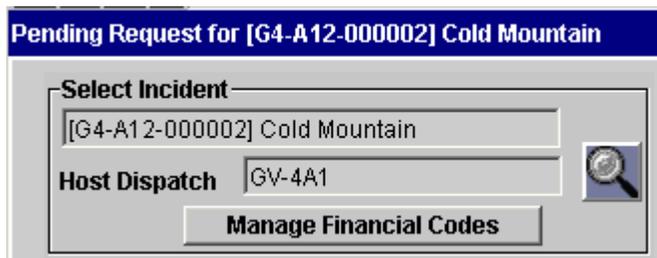


Figure 12 – Manage financial codes button

Users may assign existing codes associated with their dispatch center or government (non-dispatch) providers (Fig. 13). Ad hoc codes may be created and added as well. A financial code may only be removed by the dispatch that added it provided that the code has not been used on a request and the dispatch is still be in the ordering chain of at least one request. The “Assigned By” column on the Financial Codes tab of the Incident screen indicates the assigning dispatch center for each code. Financial codes assigned to an incident by non-local dispatch centers may be used by anyone creating, editing, or filling (including by reassignment) requests on the incident.

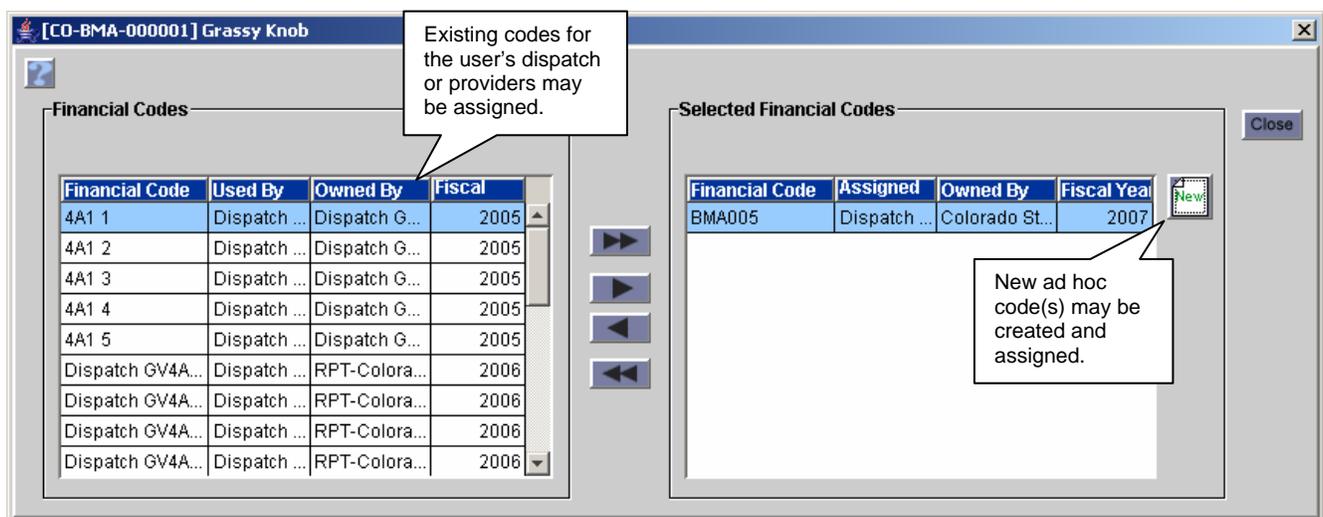


Figure 13 – Assign existing or new codes to a non-local incident.

Pending Request

Changes have been made to the columns displayed on the Available tab (Fig. 14). The Contract column has been removed and a Unit ID column has been added. The Agency column has been changed to allow display of Provider (default), Owner, Home Unit or Agency via a new drop-up menu.

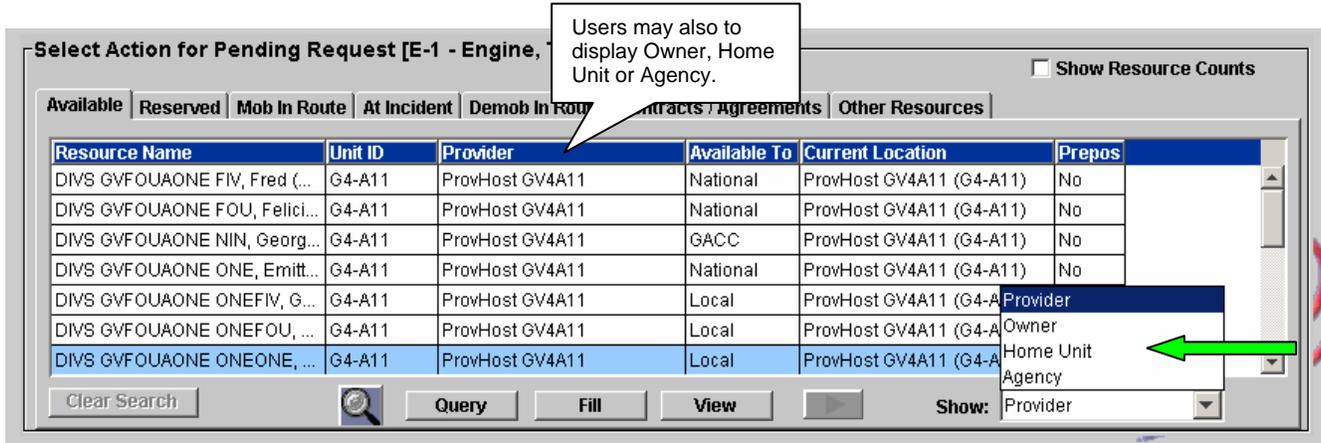


Figure 14 – Available tab of Pending Request

Assignment roster requests that are UTFd back to the incident dispatch now retain the named request information. The following example illustrates the issue that previously existed. Dispatch A creates a group request, a Team for example, and places it to Dispatch B who manages the team’s roster. Dispatch B fills the request and assigns a resource managed by Dispatch A to a position on the roster. The resulting subordinate request is automatically UTFd back to Dispatch A so they can fill it. In the previous version of ROSS, the UTFd request did not retain the name of the requested resource which caused confusion. This has been corrected.

A problem that caused non-locally prepositioned resources to be included in the counts on the “Other Resources” tab has been corrected. The following example illustrates the former issue. Dispatch A fills Dispatch B’s preposition request for a Crew, Type 2 with Crew X and sets mobilization ETD in the future. Dispatch A’s parent, GACC A, has a pending request for a Crew, Type 2. When GACC A viewed the Other Resources tab, the counts for Dispatch A continued to include Crew X, even after the crew arrived at the non-local preposition. This caused requests to be placed to Dispatch A for a resource they did not have. This has been corrected.

Request Status – Filter for Selected Incidents

The Incident List panel on the Request Status screen has been modified to allow users to filter on a subset of the displayed incidents (Fig. 15). To choose incident(s) for filtering, users select them and click a new “Select Incidents” button.¹³ Incident(s) that are currently selected are indicated by double asterisks [* *] preceding the incident name. When the Request Status screen is first opened all incidents are selected by default. Each time the Select Incidents button is clicked the entire grid is reset based on the currently highlighted incidents. In other words, users may not have two incidents selected and then add a third – all three must be selected at the same time. The Manage Financial Codes button is only enabled when a single incident is highlighted. The + and – buttons are still used to add or remove incidents from the list.

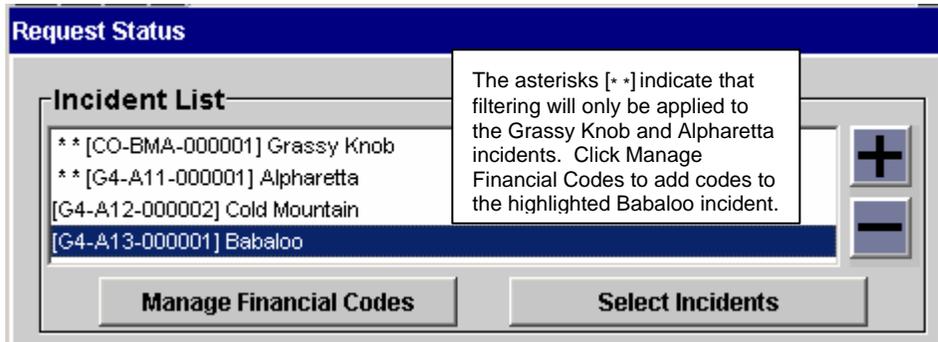


Figure 15 – Selecting a subset of incidents on which to filter.

¹³ Users may use Ctrl-click or Shift-click to select multiple incidents.

NOTE: Additional changes were made to the Request Status screen to enhance performance. See the [Performance](#) section of this document.

Travel Plan Enhancements

ROSS now auto-generates a number for each travel plan created. The format is “TP-Unit ID-Current Year-Sequential Number” where Unit ID is the user’s dispatch center. For example, TP-ID-NIC-2007-000017 for the 17th travel plan created by NICC in 2007. Travel plan number has been added as a search criterion for travel plans and is displayed in search results. When viewing a travel itinerary that includes a leg from a travel plan, the Transportation Description will display the travel plan number.

The “Add Traveling Resource” dialog (used to add resources to legs of a travel plan) has been corrected to allow multiple resources to be selected and to permit resources to be added to all travel plan legs at once. Users may now add traveling resources and administrative passengers managed by any dispatch center to their travel plans. To add traveling resources, the travel plan creator need not be in the ordering chain of the request(s). For example, NICC may add crews to a travel plan for a charter jet even if NICC was not in the ordering chain of the crew requests.

Travel Plans may now be printed from the Travel Plan screen and a Travel Plan file has been added to DDS.

- **Known Issue:** The DDS files do not include travel plans prepared by GACCs or NICC. This information will be added to the file as time permits.
- **Known Issue:** Travel Plans that utilize an unassigned CWN / Agreement resource as the transport resource cannot be found on the Travel Plan screen.
Workaround: Users should identify CWN / Agreement transport resources using the “External Transport Resource” radio button.

Message Board

A message board has been added to the ROSS Home screen (Fig. 16). Important messages regarding system status, planned outages and business issues will be posted on the message board. The Refresh button may be used to check if the message board has been updated during the current session. Access to update the message board is role based and the Save button is only enabled for users with update privileges.

[Continued on next page]

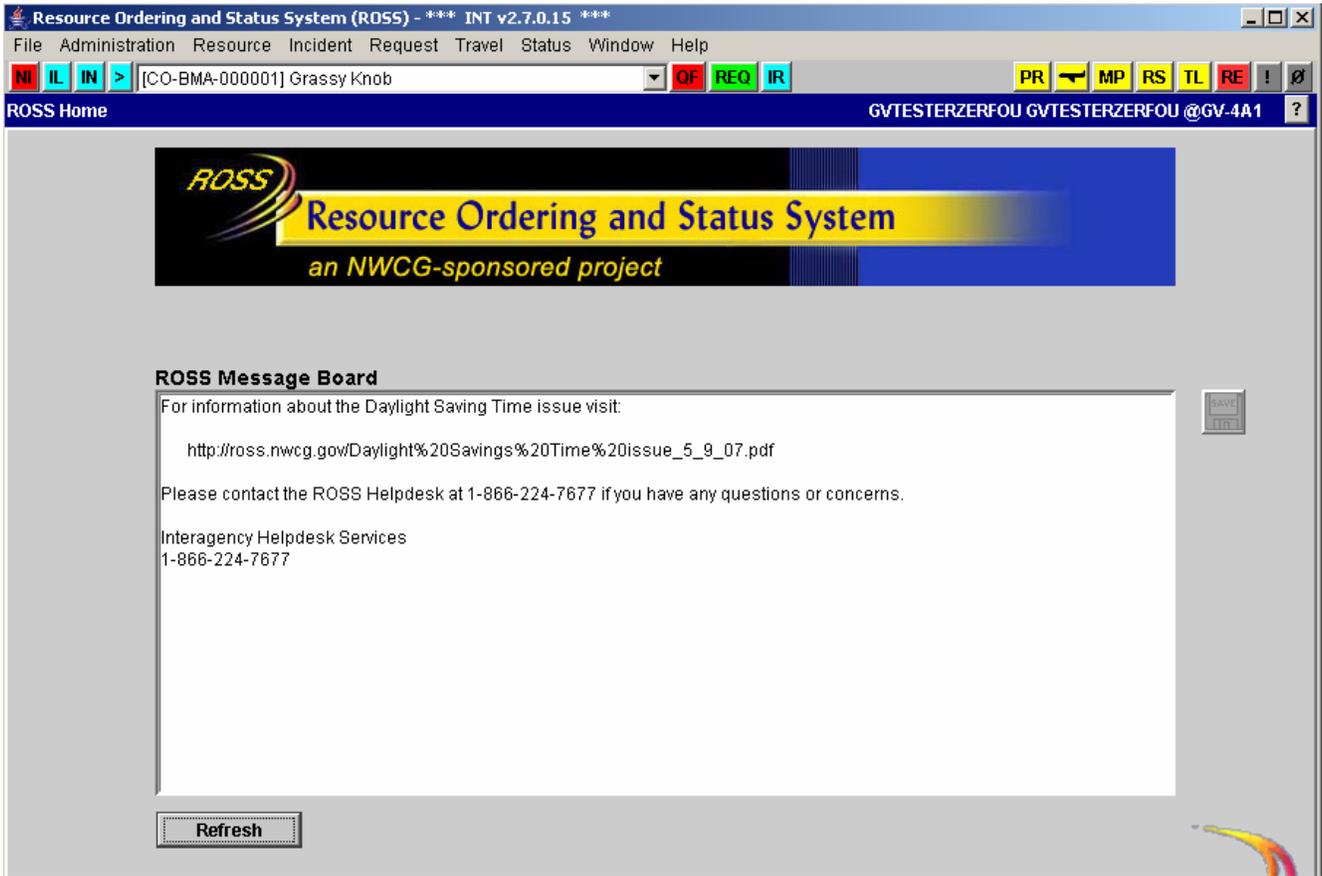


Figure 16 – ROSS Message Board

Incident List

A new “Can be Closed?” column has been added to the grids on the Incident List screen (Fig. 17). “Yes” is displayed for incidents that have no open requests. Otherwise, the display is “No”. Space was made available for the column by toggling Incident Name / Incident Number and by removing the time zone column and adding time zone to the Initial Date / Time.

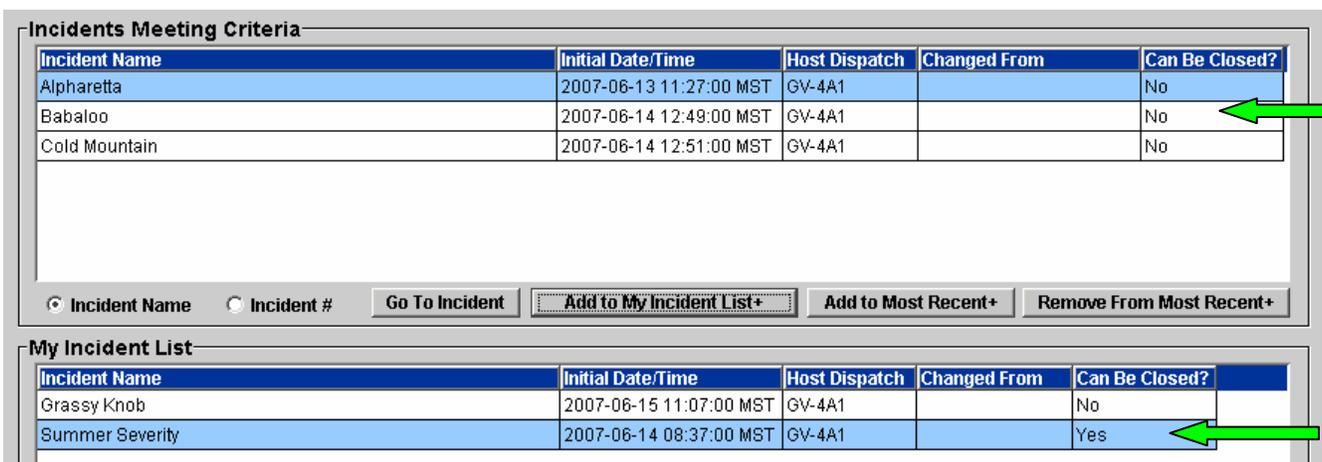


Figure 17 – Incident List screen indicates whether or not incident may be closed.

View Associated Requests

The functionality of the View Associated Requests option has been expanded to include support requests. Users may select a support request and view its parent request, other support requests related

to the same parent and subordinate requests of the support request (Fig. 18). Viewing associated requests for a subordinate request still displays any requests created in support of the subordinate as well as the entire group related to the subordinate (on the Subordinate Requests tab).

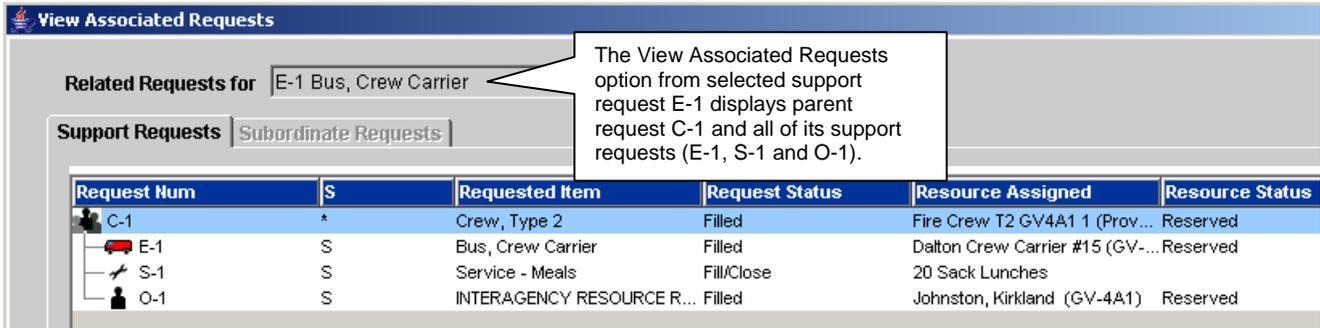


Figure 18 – View Associated Requests from a support request.

Master Roster and / or Assignment Roster

Users may now fill a request for an alias catalog item (e.g., Engine, Type Any) with an assignment roster. The assignment roster is generated based on the qualification of the resource used to fill the request (e.g., Engine, Type 6). In a related change, users may no longer create master rosters for resources that are on a CWN contract or Agreement. The rosters were of no value because CWN / Agreement resources are filled with manifests rather than assignment rosters. When working on master rosters and assignment rosters the focus now remains on the last row that was accessed, rather than returning to the parent resource after each query.

Cancel / UTF

Users are now permitted to Cancel/UTF any pending request created by their dispatch center. It is no longer required that the request has been placed and returned as UTF.

Special Needs Indicator

A column headed "SN" has been added to the Pending Request and Multi-Place screens. The column displays an asterisk for requests that have information in the Special Needs field. Double-clicking the asterisk will display the Special Needs information (Fig. 19).

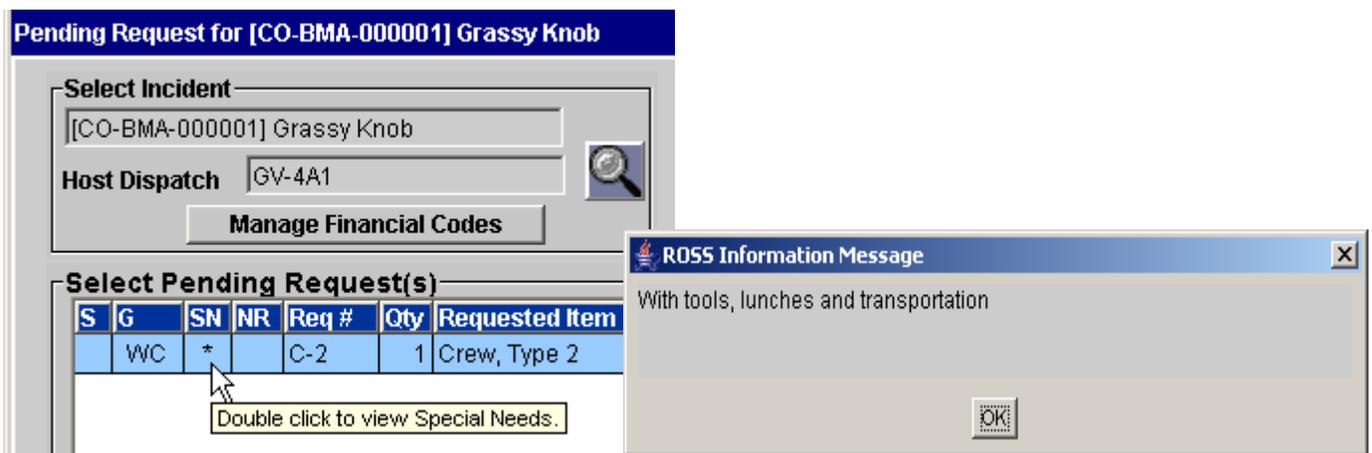


Figure 19 – Special needs indicator and displayed content.

- **Known Issue:** The double-click feature is not available on the Multi-Place screen. This will be fixed in a future version.
Workaround: Use View Request to review the Special Needs.

Resource Item – Assignment History

An Assignment History tab has been added to the Resource Item and View Resource screens. A print button is available.

Reload Bases – Bearing and Distance

On the Incident and View Incident screens, the Reload Bases grid on the Navigational Aids tab now displays bearing and distance. The State and City columns were removed to accommodate this change. The bearing and distance calculation for reload bases has been changed to use magnetic north and now matches the formula used for VORs. For reload bases where there is no magnetic declination information (e.g., ROSS-entered airports and Locations) only the distance is calculated.

Tentative Release



When setting a resource to Tentative Release, users are now required to indicate whether or not the resource is available for reassignment via radio buttons on the Release dialog. If “Available” is selected, the resource’s status is displayed as Tentative Release (A). Tentative Release (U) indicates the resource is unavailable for reassignment. These statuses are reflected in the Tentative Release by Incident report and DDS. The (A) and (U) settings are only flags and do not determine what actions may be taken on the resource. For example, a resource whose status is Tentative Release (U) may be reassigned, released or unreleased. Release is only prevented if the parent dispatch is controlling releases for the incident. See the [Release Authorization](#) section for more information.

Overhead Resource Item Name



The first, middle and last names of single overhead resources in ROSS are now limited to upper and lower alphabetic characters. Spaces, hyphens and apostrophes are permitted except in the first and last position. Periods, commas, numbers, parentheses, brackets, etc. are not permitted.

Reassign Resource that is Reassigned (At Incident)¹⁴

Users are now permitted to reassign a resource whose status is Reassigned (At Incident), i.e., travel has not been entered or has not begun. Previously, this was a two-step process which began by canceling the initial reassignment. The cancellation now occurs automatically.

Additional Change Requests Addressed in this Version:

Screen or Functionality	Description of Change
Assignment Roster	Fixed an issue that caused inconsistent behavior when using the CTRL key to multi-select positions for deletion.
Catalog	Fixed an issue that prevented closing the Edit Configuration dialog.
Password	Corrected issue that logged users off shortly after a password change.
Contract	Fixed problem that prevented contract creation when contract number included apostrophe.
Contract	Fixed and issue with the Apply button on Search Resources dialog.
EFF / AD	Corrected spelling on Edit EFF/AD Resource dialog.
Global	The “seconds” field for latitude / longitude no longer permits decimal points.

¹⁴ This functionality was deployed in ROSS version 2.4.1 but was not included in the release notes.



Screen or Functionality	Description of Change
Global	The Catalog Item Name field has been increased to 85 characters.
Global	Anchorage time zone has been changed to Alaska.
Global	Indiana time zone has been removed.
Global	The spelling of the San Bernardino meridian has been corrected.
Incident	Corrected spelling on Select Incident Organization dialog.
Incident	When changing incident host, only government (non-dispatch) and dispatch centers are now displayed on the Select Incident Organization dialog.
Incident	Fixed issue that caused incorrect frequency to be deleted during multi-select delete.
Incident List	Corrected a problem that caused “Go To” function for a selected open incident to result in display of a closed prior-year incident with the same number.
Incident Resources	Corrected issue that generated an error message when attempting to reassign an infrared service request.
Incident Resources	Fixed code that prevented an infrared service request that was filled via reassignment from being displayed on Incident Resource screen.
Incident Resources	Fixed code that cause null pointer error when releasing Infrared service request with no travel.
Incident Resources	Corrected issue that generated optimistic failure error on release of a prepositioned resource where its mob travel to the preposition and to a non-preposition assignment was identical.
Incident Transfer	Corrected code that caused transfer of incident with filled aircraft service requests to fail.
Multi-Place	Fixed problem on Multi-Place screen that prevented recent UTFs from being included in the counts.
Multi-Place	Corrected an issue that prevented requests with particular exclusions from being displayed on the Multi-Place screen.
New Initial Report or Incident	An Initial Date / Time field has been added to the New Initial Report or Incident screen.
New Request	Corrected issue that caused null pointer error for pick Deliver To = Airport if the same airport had been added multiple times on the Incident screen.
New Request	Corrected a refresh problem with pick for Selected Items configuration option.
Notification	Corrected an error that caused No Action notifications to be incorrectly generated and Action notifications to be incorrectly omitted for Place Request actions.
Organization	The field length for Federal Tax ID (Vendor organizations) has been corrected to allow only 9 digits.
Organization	Focus now remains on selected organization when edits are saved.
Pending Request	Corrected code that caused a unique constraint error when a non-preposition request was filled, unfilled and then filled again with the same prepositioned resource.

Screen or Functionality	Description of Change
Pending Request	Corrected a problem that prevented sorting the grid on the Other Resources tab.
Pending Request	Fixed an issue that caused the wrong information to be displayed in the Last Action column.
Pre-Order	Fixed problem that prevented generation of Pre-Order requests for equipment.
QuickFill	Corrected a problem that prevented editing assignment information for group requests that had been generated via QuickFill.
QuickFill	Fixed an issue that failed to cancel an assignment roster when the QuickFill screen was closed via the “close” button.
Reassign Roster	The Reassign Roster dialog now displays subordinates correctly when the reassigned resource is itself a subordinate.
Reporting Instructions	Corrected a problem that generated incorrect autodoc when Reporting Instructions were added or changed.
Reports	From COGNOS, users may now choose whether or not to include subordinates requests in the Request List report. NOTE: The Request List report generated by the Print button does not include subordinates.
Reports	Removed organizations are now displayed in a separate section of the Order From – Providers, Subordinates, Selection Area report.
Reports	The Incident Summary by Provider report was not displaying latitude / longitude and the resource counts were incorrect. This has been fixed.
Reports	Corrected a problem that caused “returned” resources to be counted as committed rather than unavailable.
Reports	Resource Status Summary by Subordinate Dispatch now correctly counts prepositioned resources.
Reports	Corrected financial code displayed on the Kneeboard Report.
Reports	Resource Order form now displays the correct VORs.
Reports	User-entered Release documentation is now displayed on the Resource Order form.
Reports	Apostrophes in user-entered documentation no longer generate errors when running the Resource Order form report.
Reports	The UTF Count report was not accounting for the time zone of the dispatch that UTF'd the request. This has been fixed.
Reports	Incident dispatch and host organizations displayed on the Organization Usage report have been corrected.
Reports	The Kneeboard report can now be run by catalog item.
Reports	Users were able to select Print Request with no request selected. The result was a query for all incidents and requests which generated a timeout error. Users now get an error message if they attempt to print request when no request is selected.
Reports	The Resource Order form no longer allows a page break to cause a request to print on two pages.

Screen or Functionality	Description of Change
Request Status	Corrected problem that prevented requests that were filled with agreement from being unfilled.
Resource Item	The default “!NO QUALIFICATION” is no longer assigned to overhead resources that have no qualifications.
Resource Item	Fixed an issue that sometimes generated a unique constraint error when creating an overhead resource.
Resource Item	A problem with searches by Current Dispatch Unit ID has been fixed.
Resource Item	Corrected a problem that prevented a removed resource that had a master roster from being deleted or restored. Users must now delete a master roster before the parent resource can be deleted.
Resource Item	The Remove button is now disabled for resources whose transfer is incomplete.
Resource Item	Fixed an issue that cleared Search results when sorting by column.
Roster	Users may no longer add resources from a Status-Only dispatch to a master roster.
Roster	When the pertinent qualification is removed from resource who is an alternate on a master roster, the resource is automatically removed as an alternate.
Special Needs	Corrected problem that prevented removal of Special Needs from an existing request.
Tactical Aviation	Corrected tab order when reassigning or diverting a tactical aircraft on the Requests tab.
Travel	Users may now print travel itineraries for multiple resources at the same time. Resources may be from different catalogs and / or incidents. One itinerary is printed per page.
Travel	Users may now print the Resource Order form from the Travel screen.
Travel	The Travel menu item and Travel hot button now function when the Travel screen is accessed via the Go To functionality.
Travel	Fixed a problem that generated travel reminders for subordinate requests which could not be cleared.
Travel	Users are no longer permitted to change mobilization travel for resources that have been released. This was resulting in Travel Reminders that could not be cleared.
Travel	Time zones were not taken into account when itinerary destination date / time was compared to departure date / time. This has been fixed.
Travel	Fixed a problem that caused duplicate rows to display on the Travel screen when a resource with a completed itinerary was re-released with the itinerary option.
Travel	If the catalog item of a pending service request was edited to a non-service item a travel itinerary could not be created when the request was filled. This has been fixed.
Travel	Travel reminders are now generated for contract resources.
Travel Plan	Users may now View Incident and View Home Dispatch from the Travel Plan screen
User Account	The list of provider organizations for Government Representatives with web access now displays in alphabetic order.
View Request	Special Needs display now defaults to the first line of entered text.



Screen or Functionality	Description of Change
Web Status	Transferred and Removed are no longer displayed in the Unavailability Reason dropdown on Web Status.
Global	Print options now read Print Resource Order rather than Print Request.

Other Known Issues and Workarounds

- The default financial code from a prior incident is displayed on the New Request screen when the incident context is changed to an incident that has no default code. This will be corrected in a future version.

Workaround: Another code may be selected or created. If the user creates the request without changing the display, the errant code is not added to the request.

- Users will receive an error if they generate the same incident number on the same day in two different years. For example, MT-GNF-000012 was created on July 8th 2006. If incident number MT-GNF-000012 is generated on July 8th 2007 an error occurs indicating that the number has already been used in the current year. This will be fixed in a future version.

Workaround: A user-issued number may be assigned.



- On both the Resource Status and Resource Item screens searching for a resource name that contains an apostrophe results in a null pointer exception. This will be corrected in a future version.

Workaround: Replace the apostrophe with an asterisk when searching, e.g., O*Hara rather than O'Hara.

Acronyms

ACEO	—	ROSS Aircraft, Crew, Equipment and Overhead catalogs
ATA	—	Actual time of arrival
CAD	—	Computer aided dispatch
CWN	—	Call when needed
DDS	—	Data Delivery System
ETE	—	Estimated time en route
ETA	—	Estimated time of arrival
FAMWEB	—	Fire & Aviation Management Web Applications
GACC	—	Geographic Area Coordination Center
IQS	—	Incident Qualification System
IQCS	—	Incident Qualifications and Certification System
NICC	—	National Interagency Coordination System
PIN	—	Personal identification number; for ROSS and IQCS this equals SSN
ROSS	—	Resource Ordering and Status System
SoR	—	System of record
SSN	—	Social Security Number
UTF	—	Unable to fill
VOR	—	Very high frequency omni-directional radio-range