

ROSS Reports Management Board

2013 Catalog of Training Guidelines and Courses

Statement of Intent

The ROSS Reports Management Board (RRMB) believes that the best way to support our customers is by maintaining a collection of standard reports designed to deliver a broad range of information most commonly used to support daily operations and operational decision-making. We want these reports to be accessible, and so we must also develop the necessary awareness and training to make standard reports readily available to users having only a basic level of skill.

At the same, we recognize questions will arise that a standard report can't answer. This prompts a need for higher level skills that give an individual the capability to query data sets for answers to the specific questions of a customer or user group, both in real-time and historical data sets.

In both cases, the RRMB intends to maintain and provide quality training courses in order to sustain a vibrant and highly capable network of ROSS Report users at basic and expert levels of skill. We want the Geographic Areas to determine the number and mix of skilled individuals necessary to fulfill reporting requirements and sustain informed decision-making.

Who Needs ROSS Reports Training and What's Required?

Even though ROSS Reports draws its information from the Resource Order and Statusing System (aka ROSS), it's important to understand ROSS Reporting is not the exclusive domain of dispatchers or even the National Coordination System. Anyone who has a need for real-time or historical information on resource numbers, status, or availability, has a need for ROSS Reports and subsequent ROSS Reports training. This would include members of an incident management team, coordinating groups, or anyone else with operational or planning responsibilities requiring the use of resource information.

There is no "required" training for ROSS Reports. A user only needs a ROSS user ID to receive access; however, a user won't get far without at least going through the Basic User training in order to understand the in's and out's of the COGNOS reporting system that encapsulates ROSS Reports. And though ROSS Reports Training really doesn't advertise prerequisite training, sequencing training from Basic User to Query Studio to AR Historical provides the user with the necessary knowledge and skills to build competency in the subsequent stages of training.

For Query Studio and AR Historical, a user will not receive access to the systems without first attending the training.

Training Organization and Contacts

The principle players in the ROSS Reporting network are the Geographic Area Business Leads (GABLs). Located primarily at Geographic Area Coordination Centers and the National Interagency Coordination Center, GABLs are the link between the RRMB and users in the field. They are responsible for monitoring reporting local to their geographic area, for answering questions and maintaining GACC folders in COGNOS/ROSS Reports, and for organizing the appropriate level and frequency of training to support their local area.

GABLs and contact information can be found here: http://ross.nwcg.gov/RRMB/2011Nov2_business_lead_rrmb.pdf

Scheduling Training

ROSS Reports training sessions are typically held anytime through the months of October through June. If there is a need for training, contact your Geographic Area Business Lead to get a training sessions organized and scheduled. Students resident to the Geographic Area in which the training is held have priority. Deadlines for requesting training are June 1st and October 1st, in order to prepare for the Fall and Spring training opportunities, respectively.

Go here to see scheduled training: http://ross.nwcg.gov/train/ROSS_Training_calendar.pdf

The Training Courses

Basic User - Basic User of Standard and User Community (UC) Reports

Basic User training is intended to give access to standard and user community reports. It is the most basic level of training—allowing an understanding of folder structure and navigation—and provides the level of skill most needed to support day –to-day operations.

Target Audience – ROSS account holders

Objectives:

- Working with Standard and UC reports
- Scheduling report
- Understanding Cognos Viewer
- Saving/Exporting reports in many different formats
- Using preset filters
- Familiarity with ROSS Reports Index
- Introduction to ROSS Terminology

Expectation:

- Maintains basic competencies in the use of standard/UC reports.
- Provides constructive feedback through established communication networks to improve existing reports/process and/or suggesting new ones.

Query Studio - QS

Query Studio training gives a user the ability to manipulate standard/user community reports and to develop their own queries against the ROSS database for ad hoc reporting completed more or less in real time.

Target Audience – Ad Hoc Report Writer

Objectives:

- Creating your own custom reports
- Creating, running and saving a reports in Query Studio
- Manipulating report values
- Modifying report appearance
- Working with cross tab reports and charts.
- Provide Ad Hoc ROSS reports as needed to meet business demands of the GACC, including report requests from local units within the GA.
- Mobilize virtually or in person to support ad hoc reporting needs in other Geographic Areas.
- Serve as cadre or SME in support of training and operational reporting systems.

Expectation:

- Provide Ad Hoc ROSS reports as needed to meet business demands of the GACC, including report requests from local units within the GA
- Mobilize virtually or in person to support ad hoc reporting needs in other Geographic Areas
- Serve as cadre or SME in support of training and operational reporting systems.

AR Historical -Ad Hoc Historical Report Writers

AR Historical training provides much the same capability as Query Studio, only the reports are drawn from historical datasets. Given the restructuring of data in the archived sets, AR Historical demands a more complex and technical skill set than Query Studio.

Target Audience – Individuals that are activity in generating ad hoc Historical ROSS reports in Cognos Query.

Objectives:

- Identify the primary capabilities and limitation of ROSS ARH
- Differentiate between Archive and History data.
- Identify the History query subjects.
- Differentiate between Tracked and Lookup History query items.
- Identify the purpose of the Hist ID* query items.
- Identify the purpose of the Audit Date* and Audit Type* query items.

Expectation:

- Provide Ad Hoc Historical ROSS reports as needed to meet business demands of the GACC, including report requests from local units within the GA
- Mobilize virtually or in person to support ad hoc reporting needs in other Geographic Areas
- Serve as cadre or SME in support of training and operational reporting systems.

Basic User Plus (BU+) – Computer Based Training (Coming Soon)

Basic User Plus will be designed as online self-instruction intended to build knowledge and competence in Basic User reporting and establish greater confidence and capability if the user decides to advance to Query Studio training.

Target Audience – Anyone interested in learning more about report writing and relational databases.

Objectives:

- Understand basic UC reports
- Build proficiency
- Provide individuals with the tools to be successful
- Practice skills for specific reporting scenarios
- Produce more accurate reports

Expectations:

- Explain data relationships:
 - Where the information comes from?
 - Validate data for accuracy?
- Explain AR/ ARH capabilities, access and limitations