

1.1.8 Information Management



YOUR ORGANIZATION
STANDARD OPERATING PROCEDURES/GUIDELINES

TITLE: Information Management

SECTION/TOPIC: General Administration

NUMBER: 1.1.8

ISSUE DATE:

REVISED DATE:

PREPARED BY:

APPROVED BY:

X

Preparer

X

Approver

These SOPs/SOGs are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

CFR	
NFPA	
NIMS	

2.0 PURPOSE

This standard operating procedure/guideline addresses incident reporting system, record-keeping systems, confidentiality and access to information, use of computer equipment, archiving information.

3.0 SCOPE

This SOP/SOG pertains to all personnel in this organization.

4.0 DEFINITIONS

These definitions are pertinent to this SOP/SOG.

5.0 PROCEDURES/GUIDELINES & INFORMATION

5.1 Incident Reporting System:

5.2 Record-Keeping Systems:

GOAL: To enhance the ability to manage and evaluate our Department's services, needs, and accomplishments, and accordingly, determine future goals through effective information management.

Oversight and management for all computer hardware, software/systems, and network for the City are the responsibility of the Information Technology Department (ITD). ITD and the Fire Department work closely toward achieving our stated goal. Their expertise is invaluable in helping us acquire and implement new systems, as well, as maintaining existing ones. The Fire Department has a liaison who works with the ITD Business Analyst and Programmer assigned to our Department. Once any initial software purchase has been made, ITD assumes the ongoing associated maintenance costs.

The following items specifically highlight several functions of the Department's Information Management Systems and Equipment:

- Our Department utilizes a fire management software system as its primary record management system. This software will be updated to a Web version in the 2006-2007 fiscal year.
- Computer Mapping and Pre-Fire Planning – The Department has for many years been using the City Geographical Information System (CGIS) to produce our Department maps in a half section format. We are now developing our pre-plans using Auto CAD Lite, exporting to CAD. The Department has also purchased four digital cameras for use in photographing areas of significant interest in preplanning designated occupancies.
- Vehicle Maintenance – Our Maintenance Division utilizes the M4 System by CSI, which is also the system used by the City's Equipment Maintenance Division. It allows us accurate record keeping and tracking of cost per mile to operate our vehicles.
- Our current presence on the Internet consists mainly of an informational Website. Items on that site include: general information on the Department and facilities, online policies and procedures, online forms, fire prevention and public education information, information on CPR, employment/recruiting/testing information, and links to associated sites. The Website is updated routinely.
- Company Planning and Training Calendar – This component has become much more effective since it was implemented and accessed in Outlook, at all Department locations. Training records are entered into the Training Module software.

- National Fire Protection Association (NFPA) codes (online version) – Use of the online subscription NFPA codes continues to allow all our users access to current up-to-date codes.
- SIRE is the photo documentation imaging storage software used for fire investigation photos and other investigation purposes prior to January 1, 2005. Beginning January 1, 2005 digital photos have been stored on the server and then attached to each incident record. This also allows a digital photo to be attached to all modules including Occupancies and Staff Records.
- Supply Requests and Station Maintenance – ePCR software was purchased to track inventory supplies and costs, and is solely used by the Department’s warehouse.
- Command Staff is provided with Personal PDA’s to synchronize data from Microsoft Outlook and other applications.
- CAD RMS is provided for Command Staff, the Fire Training Center and Fire Prevention for incident history, unit location and for messaging.
- Our Department utilizes staffing software, a computer aided staffing and workforce data based program.

There are several areas in which automated information management will be addressed by the Department in upcoming years. Some of those include:

- Fire Company Routing and Deployment Analysis Software – Will allow the Department to make deployment changes taking into consideration traffic issues, fire station locations, and fire company deployment. The Department will continue to research their software applications for this use.
- City Geographical Information System (CGIS) and ESRI/ArcView– We anticipate starting to use this system as a means of analyzing our emergency activity. It will be a very useful tool in detecting trends in both fire and emergency medical service activity.
- Upgrade video feed into Fire Administration/EOC by video phones, flat panel display, computerized projection and interactive touch screens.

Microwave or fiber optic network system integrating all Fire Department facilities.

- All Fire Department computers are under the City's computer refresh program. Currently there are 79 computers assigned to the Fire Department. This allocation provides all staff members with their own computer, as well, as each engine and ladder company with two

computers each. All Fire Department computers currently run on Windows XP. Each computer is refreshed in accordance with the City's refresh program, every three years, according to the date it was placed in service. This results in some of the computers getting refreshed each year but none remaining longer than three years. The result is that the Fire Department continually stays current with the latest in technology. The Fire Department and ITD work closely during the refresh period to make sure all specific needs of the Fire Department are met. Additionally, each of the Fire Department's servers is refreshed every three years.

5.3 Confidentiality:

5.4 Access to Information:

5.5 Use of Computer Equipment:

5.6 Archiving Information: