CARVER FIRE DEPARTMENT

Standard Operating Guidelines

Section 4.13 – Computer System **June 15, 2013**

1.0 PURPOSE

The purpose of this guideline is to explain how our new computer system operates and what you need to be aware of when using the system and its component

1.1 SCOPE

All members of the Carver Fire Department who have access or necessity to use this system.

1.2 BACKGROUND

As of today, all of the new Station computers are up and running on our network and ready for firefighter use. Understand that the system created has very useful information that every firefighter will have access to. The system is designed to provide better information to our firefighters and to lay the foundation to build upon the system well into future. From time to time, we will continue to make updates to the system as our needs change.

1.3 THE SYSTEM

There are 2 computers and 1 printer assigned to each Station attached to our network and the internet. One computer is in the Officers office, with individual accounts for each Officer on that computer. The second computer is in the common area of each Station. This computer is available for use by firefighters assigned to that Station, with individual accounts for each firefighter created on it. Both computers print to the common printer / fax machine / scanner at that Station.
Each computer is Fire Station specific and assigned to the firefighters at that Station only. Each firefighter has been assigned a user name and password allowing them to log onto their Stations computer.

The user name is your first initial and then your full last name, all in lower case.
Example: cweston

The password is your 4 digit gas card number, which is located on your accountability tag.
Example: 4999

Your Officers have a master list of the passwords if you need to see yours.

This is also the same username and password that allows you into the members section of the Carver Fire web page.

1.4 OPERATION

01. To use the computer, you must log on, which will get you into your individual desktop screen, personalized for each firefighter. You will be prompted to press **Ctrl + Alt + Delete**. You will be prompted for your username and password, as explained above. After that, press **OK** and you will be directed to your own computer desktop environment. This may take a minute since all shared files must be loaded on the first time.

02. Your individual desktop environment has items and programs that are common to all firefighters. These documents and programs provided will hopefully keep you better informed and better educated at CFD. When you are done with your computer session, you are required to log out. Simply press the start button on the lower left portion of the screen and press log off. If you don't log off, the next user will be in your desktop and see your information before switching to theirs.

1.5 FEATURES

You will notice icons for Google Earth, Incident Recorder, Plymouth County Mutual Aid, Internet Explorer, CD Makers, MS Word,

01. Incident Recorder

All Carver Fire incidents are recorded via a digital Incident Recorder. By accessing the members section of our web page or by clicking on the Incident Recorder icon on your desktop will give you access to all CFD incident recordings. This is not new, but now you will have access to it more easily. Simply double click the icon and the recorder will open up. Press Play Calls, then choose Fire Alarm. You will be prompted for a password, which has already been entered for each of you, then click on what incident you choose to listen to at what time. It is very simple after you use it a few times. The incident recorder should be used to help critique your radio procedure and voice after a call. As Officers, we use this on a regular basis to monitor our voice levels, professionalism on the radio and critique each incident we respond to. Now each of you can do the same. This can also be used to hear a call or important piece of information you might have missed.

02. Google Earth

This is a satellite viewer program, allowing you to zoom in from an aerail view on any place in the US. You can type an address you are looking for and it will bring you right to its location, hovering over that house for an ariel view or give you driving direction from here to there. I use this all the time to prepare for a Mutual Aid response. Simply type in the address in the address prompt and hit go and it will fly you there, showing you exactly where you might be responding. This is a great tool to prepare you for potential incidents.

03. Plymouth County Mutual Aid Program

This program is used by Plymouth County Control to dispatch the correct apparatus to a designated Town during a mutual aid incident. You now have access to see each Towns mutual aid run cards, including Carvers, to help you to prepare and see if your Engine, Breaker or Tanker is next to be called mutual aid to a specific Town. Simply double click the Mutual Aid Icon and wait for it to open up. After it is open and on the main page, click Find a specific town or Find all Towns, allowing you to view the mutual aid run cards.

04. Internet Explorer

This is your direct connection to the Internet. Pressing this icon will bring you to the Internet with the Carver Fire web page as the home page. From here, you can google or go to another search engine to find what you are looking for. **Remember the attached CFD Internet Policy**.

05. CD Copier

This icon will open up a program called Sonic where you can copy or make CD's for you to bring information home or to another location.

06. Common Shared Files

Folders are on each firefighters desktop are files that are actually linked to our server in Dispatch. You have the ability to view and print all of the documents but you don't have the ability to change then at each at location. You can save the document to your desktop under a different name and make edits there but the master copy on the server cannot be changed. From time to time, we will be updating and adding documents to these folders to help keep you up to date on current policies and procedures.

A. CFD Benefits – This folder contains our LOSAP Plan, CFD Benefits and information on the Benefit Committee.

B. CFD Accountability / Phone Lists – This folder contains current firefighter phone, accountability list and accountability SOG

C. CFD Fire Critiques – This folder contains recent fire critique power points that have been made and gone over.

D. CFD SOG's – This folder contains any Carver Fire Department Standard Operating Guidelines or Procedures. You can open, view or print any of these documents.

E. CFD Training Center – This folder contains Training Center forms, rules and polices.

F. CFD Station Training – Company Drills – This folder contains Station Training forms, practical exams and Company drill forms.

G. CFD Truck Checklists – This folder contains all the Apparatus Truck Checklists and CO Incident Forms.

H. Fire Power Points – This folder contains any Training Power Points that have been created in order to help train firefighters.

I. 2007 Recruit Training – This folder contains information, power points, schedules and forms for our Recruit Training Program.

1.6 POINTS TO PONDER

This computer system has taken a lot of effort to implement but is still in its infancy stage. This will be the building block for the future for our Department. I ask that you not be intimidated by this new technology and that you make an honest effort to use it. Don't get frustrated if something won't open right away or you get confused. I ask that you read our Internet policy and follow it, remembering that although these computers are for each of you to use, they are Town property and must be respected as such. From time to time, both Deputy Germaine and myself will be performing maintenance on each individual accounts. Please get in contact with your Officers, Deputy Germaine or myself and we can walk you through any difficulties you may experience.