RECORDS MANAGEMENT SYSTEM (RMS) CONTINGENCY PLAN

Objective

The objective of this contingency plan is to enable Montgomery County Fire and Rescue Service personnel to continue documenting fire/rescue incident information if a full or partial failure of the wide area network or the **RMS** application system occurs.

System Description/Background

The Records Management System (RMS) is the automated incident reporting program used by the Montgomery County Fire and Rescue Service to document activity on fire/rescue incidents. The information collected in **RMS** is used to fulfill federal and State reporting requirements, and for fire and rescue service management and budgeting purposes. When a fire and rescue service unit moves in response to a dispatch, personnel must complete:

- one incident report;
- one unit report for each unit dispatched;
- one EMS report for each patient assessed; and
- a casualty report for anyone who was injured or died as a result of the incident.

RMS runs on a server located at the Public Safety Communications Center (PSCC). The computers in the fire and rescue stations communicate with the server over the County fiber communication network. Once a fire and rescue service call taker receives a call, data begins rolling over from the Computer Aided Dispatch (CAD) system to the **RMS** program. The data continues to transfer until the call is cleared in CAD.

Critical/Trigger Events for Invoking the Plan

If a single remote system fails because of a problem with network connectivity, CPU, or communications hardware, the **RMS** Contingency Plan will be implemented for that station.

If the wide area network fails because of a problem with the router, the hub, or any communications hardware, the **RMS** Contingency Plan will be implemented for any station(s) affected.

If the wide area network fails because of a problem with the server, the **RMS** application, or Sequel Server, the **RMS** Contingency Plan will be implemented for all stations.

Estimated Length of Contingency Plan Operations- Remediation Provisions

The County has a contract with *ARINC* to monitor the County fiber network and network problems are addressed as soon as they are detected.

All CAD and **RMS** computers are covered by the County's maintenance contract. MCFRS also maintains spare computers, monitors and communication hardware and can usually resolve problems with these components within 24 hours.

If the server incurs a problem, users can be moved to the backup server within 24 hours.

Plan Operation, Management and Implementation

If a station's **RMS** (or CAD) workstation fails, personnel should call the MCFRS IT Help Desk on (240) 777-2287 and begin completing paper reports. The Help Desk will diagnose the problem, and, if necessary contact the appropriate technical staff to resolve it. If all stations are affected, the PSCC will notify them by radio, CAD messaging, or telephone, and direct them to begin completing paper reports.

Instructions for Paper Reporting

All fire and rescue stations must maintain a supply of Incident Reports, EMS Data Collection Sheets, Fire Service Casualty, and Civilian Casualty report forms with their other station forms. The Unit Report appears on the reverse of the Incident Report form. These forms are a backup to the automated incident reporting system and can be obtained from the Property Section by calling (240) 777-2496, or by submitting a Property Request.

Each station must designate a secure place to store the paper reports, just as they were stored before 1997, when *EMBRS* replaced paper reporting. The reports should be filed in numeric order according to incident number. As soon as the workstation(s) is back in service, the person who prepared the paper report must keypunch it. If a station uses the manual system and it is impractical for station personnel to keypunch it
at a later date, the station commander should contact the Help Desk to request keypunching assistance from the 12th floor. If the **RMS** application is out of service indefinitely, a representative of the Fire Administrator will collect the incident and patient care paper reports. The Fire Administrator will arrange to have the paper reports keypunched when the application is available.

Help Contact Telephone Numbers

Mark Deputy   (240) 777-2964 office
                                     (301) 370-7439 cell phone
                                     (301) 973-4647 pager

Bonnie Bigenho   (240) 777-2491 office
                                     (240) 274-3315 cell phone
                                     (301) 973-3142 pager

PSCC   (240) 773-7186

IT Help Desk   (240) 777-2287

ISA Contract (D-FIRES, 695055)   (1-800) 795-2157

Property Section   (240) 777-2496

Records Mgmt System contingency plan bf Wp 9-29-04