





NORTHERN WAKE FIRE DEPARTMENT

STANDARD OPERATING PROCEDURES

TITLE: Records Management System	SECTION/TOPIC: GENERAL ADMINISTRATION
NUMBER: 100-11	ISSUE DATE: 1/28/19
REVISION DATES:	APPROVED BY:  Gary Vickerson <hr/> PRESIDENT – BOARD OF DIRECTORS  Tim Pope <hr/> FIRE CHIEF

I. PURPOSE

- A. The purpose of this Standard Operating Procedure is to ensure that Northern Wake Fire Department - Records Management System and storage of data is appropriately secured and that adequate controls are in place governing its use.

II. SCOPE

- A. This Standard Operating Procedure applies to all members of the Northern Wake Fire Department.

III. PROCEDURE

- A. Records Storage and Backup
1. Fire department records that are kept within the department's internal Records Management System (RMS), with the exception of personnel files and personal information, is submitted and stored electronically inside user and password protected, cloud-based MySQL databases.
 2. The databases are commercially stored via the Host Monster Web Hosting service using Site Backup Pro, as offered by Host Monster.
 3. All data is backed up commercially by Host Monster on a daily, weekly, and monthly basis and stored on their servers.
 4. This data can be accessed by the NWFD System Administrator at any time.
 5. NWFD RMS entries are entered via a Secure Site License (SSL) on the northernwakefire.org website.

B. Data Entry Controls

1. All personnel are provided with a 4-digit identification number.
2. Each member must personally utilize their 4-digit identification number for the following activities:
 - a. to log-in and log-out for shift and duty crew attendance (Duty Crew and Career/PT Module)
 - b. to record those that are signed up or scheduled for duty (Duty Crew Calendar Module)
 - c. to record attendance at incidents (Incident Response Module)
 - d. to record attendance at training events (Training Module)
 - e. to submit and view apparatus, station and equipment repair requests (Repair Requests Module)
 - f. to record and view membership information (Membership Module)
 - g. to record participation and view risk reduction events (Risk Reduction Module)
 - h. to record and view daily activity summaries (Log Book Module)
 - i. to view related reports (Reports Module)
 - j. to create and view purchase orders (Purchase Order Module)
 - k. to record and view inventory/asset items (Inventory Module)
3. Once a report is created, the Officer In-Charge will review the report, verify data, make necessary corrections and close/lock the report out by entering his/her identification number.
4. Only those members (Officers), that are approved by the Fire Chief or his/her designee, are allowed to have administrator privileges and can edit data once it is entered.