



2.1.4

System / Data Management and Ownership - Firezone

1 Rationale

- 1.1 The NSW Rural Fire Service ("the Service") has implemented a computer-based system to manage fire incident recording and reporting, operational resource management and reporting, the management of volunteer training and Service "contacts". This integrated system and its related databases and reporting facility is collectively called "Firezone".
- 1.2 Firezone has been designated a critical operational support system for the Service and as such it must be accurate, reliable and available at all times.
- 1.3 Data within Firezone may form the basis of all or part of:
 - Legislative and/or Ministerial reporting; and
 - Coronial and/or Police enquiries.
- 1.4 Accordingly the principal outcome of this policy is to ensure that the data within Firezone is current, accurate and reliable ("Data Management").

2 Policy Principles

- 2.1 The notion of System / Data management and ownership is a fundamental component of sound information management practice.
- 2.2 With delegated management / ownership of systems and data comes responsibility and accountability for ensuring that the system continues to add value and that its integrity and accuracy is preserved.
- 2.3 Data, and the information and intelligence that is consequently generated from that data, is a Corporate or Service wide resource and therefore should be managed accordingly.
- 2.4 The structure of Firezone is such (i.e. several integrated modules) that no one Directorate can assume total ownership and management responsibility.



- 2.5 There are three distinct elements of Firezone Data Management and ownership.
- The management and ownership of content - to be the responsibility of the primary creator/user i.e. Districts;
 - The management and ownership of security, physical integrity and delivery - to be the responsibility of Information Services; and
 - The management of relevant Policy, Service Standards and SOP's - to be the responsibility of Directorates.

3 Procedures

- 3.1 Management of specific areas of Firezone data is vested in Directorates that have specific needs for that data. Management of security etc is vested in Strategic Development (Information Services). That management responsibility is detailed in the following table.

Module/ Data Type	Management of Policy/Standards/SOPs	Data Accuracy and Reliability	Security etc (refer 3.4)
FIRS	Operations	District/Region Management	Information Services
RMS- Firefighting Assets	Operations Support	District/Region Management	Information Services
RMS- Volunteers etc	Regional Management	District/Region Management	Information Services
CONTACTS	Operations	District/Region Management	Information Services
TRAINING	Operations Support	District/Region Management	Information Services
SLA Assets	Strategic Development	District/Region Management	Information Services

- 3.2 Directorates shall be responsible for ensuring content accuracy, adequacy, timeliness, and compliance with agreed policies ,standards and SOP's.
- 3.3 Management is exercised by the Directorates through the need for compliance with specific Service Standards and SOP's. i.e.
- Standard 3.1.1 Incident Reporting
 - Standard 5.1.7 Appliance / Vehicle Category
 - Training SOP's



- 3.4 Information Services Shall be responsible for:-
- a. Logical security;
 - b. Physical security;
 - c. Capacity planning;
 - d. Delivery (Local and wide area network) performance; and
 - e. Technical disaster recovery plan.
- 3.5 Each District is the designated owner and manager of the local content that it provides to the Firezone System, for all Firezone modules.
- 3.6 District Managers are responsible for ensuring content accuracy, adequacy, timeliness and compliance with agreed system standards and business rules.
- 3.7 Responsibility for the management of district's data shall be reflected in the position description of each district/ zone manager.
- 3.8 Region Managers shall have line management responsibility to ensure that district/ zone data is managed appropriately.
- 3.9 Each District shall audit its Firezone Data at least quarterly and take all necessary action to immediately rectify errors and omissions.
- 3.10 Tools for the management of Firezone data at District and Region level, (to ensure its accuracy and validity), are available through the Firezone Reporting Module.

4 Who is responsible for implementing the Policy?

The Commissioner, Executive Directors, Directors, Managers.

5 Issue

This Policy was considered by the Corporate Executive Group on 5 November 2002.

6 Legislation and references



7 Amendments

Nil

8 Document owner

Executive Director, Strategic Development

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Phil Koperberg AM, AFSM, BEM
Commissioner

Dated this _____ day of _____, 2002