

EL DORADO COUNTY FIRE PROTECTION DISTRICT

STANDARD OPERATING GUIDELINE

ARTICLE 2: ADMINISTRATIVE POLICIES

EFFECTIVE DATE: 9-15-1999

SECTION 27: COMPUTER USE

REVISED: 04-05-2010

2.27.1 **PURPOSE:** To establish consistent procedures to insure that the District computer resources can complete the tasks they have been put in service to do, i.e., records and reports, database management, communications, personal productivity, etc.

2.27.2 **POLICY:** The following items apply to all District owned and personal computers placed in District facilities. These policies also apply to mobile (laptop) computers purchased by the District.

2.27.3 The configuration, hardware, software and peripherals in or on the District's computers are designed and installed to perform the tasks of the District.

2.27.4 No changes in the computer setup will be allowed without prior written authorization of the Fire Chief or the District Computer System Administrator.

2.27.5 No addition, deletion or alteration of any computer programs, software, hardware configuration or peripherals will be allowed without prior written authorization of the Fire Chief.

2.27.6 **REQUEST FOR SERVICE:**

2.27.6.1 All requests for service/repair shall be submitted to the Duty Battalion Chief and forwarded to the District Computer System Administrator via District e-mail. Requests will be prioritized based on the urgency of the request as they relate to the following criteria.

1. Will data be lost
2. Will hardware or software be damaged?
3. Will downtime adversely affect District operations?

Requests that do not fall into the above criteria will be deemed non-urgent and will be handled in the order they have been received.

2.27.7 **INTERNET USE:**

2.27.7.1 District Internet and computer (e-mail) systems are provided for official work related purposes, we recognize that employees may make incidental use of these systems for personal messages. These uses will be treated no differently and may be accessed by management for a variety of reasons.

2.27.7.2 All information and data that is sent, received, viewed or stored on any District-provided or approved system is not private and may be read, listened to or copied.

2.27.7.3 Personnel accessing the internet using District computer or personal computer equipment in District facilities shall not view, download or e-mail any

material that may be viewed as inappropriate, discriminatory, harassing, or offensive material.

2.27.8 MOBILE DATA COMPUTERS:

2.27.8.1 DEFINITIONS: The Mobile Data Computer's (MDC's) are the onboard, laptop computers located in El Dorado County District apparatus and medic units. The MDC's shall be viewed and treated as any District owned computer.

2.27.8.2 MDC Status:

First Out Engines:

While in quarters and while traveling, the **Mobile Data Computer** is to remain in the open position (screen viewable), powered on, logged on, GST software running, with the wireless switch located on the face of the **MDC** in the "on" position at all times.

First Out Medic Units:

While in quarters and while traveling, the **MDC** is to remain in the tablet configuration, powered on, logged on, GST software running with the wireless switch in the "on" position at all times. While traveling the **MDC** should remain in the tablet configuration

Duty Chief:

While on duty the **MDC** is to remain in the open position (Screen viewable), powered on, logged on, GST software running, with the wireless switch located on the face of the **MDC** in the "on" position.

Unstaffed Apparatus:

The **MDC** shall be left in a closed and off position while unstaffed apparatus are in quarters. The **MDC** shall be turned on and connectivity verified during weekly and monthly apparatus checks.

2.27.8.3 MDC's shall remain locked into the onboard docking station at all times. Apparatus that is going in for repairs, which are beyond "routine service", crews shall contact the Duty Chief to determine if the MDC should be removed.

2.27.8.4 MDC's shall only be used for work-related items.