

2012

**Regional FIRE-RMS Program Governance**



Broward County  
Office of Communications  
Technology  
Broward County, Florida

# REGIONAL FIRE-RMS PROGRAM GOVERNANCE

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### OVERVIEW

This document will serve as the Governance Model for the Regional FIRE Records Management System for Public Safety Agencies in BrowardCounty.

Although the FIRE-RMS is a regional program, only certain aspects of the application are globally shared. In many cases, the participating agencies are able to configure the application to fit their needs. The Regional FIRE-RMS Governance Board is established to ensure the global, system-wide configurations affecting all partnering agencies are assessed and implemented in a fair and equitable manner.

### GOVERNANCE CHARTER

#### Purpose

Identify the key roles and responsibilities for governing the regional program and make decisions on system-wide changes that affect all regional stakeholders.

#### Goals

The Regional FIRE-RMS Governance Board will oversee the ongoing development, implementation, and on-boarding process of new entrants with respect to the Regional FIRE-RMS systems.

#### Scope

##### *Regional FIRE-RMS Governance Board Planning*

- Compile Governance Board meeting agendas
- Manage Governance Board Master Calendar/Agenda Cycle
- Draft Governance Committee charter for subsequent year

##### *Regional FIRE-RMS Governance Board Appointments*

- Board Standing Committee appointments for subsequent year
- Board Support Committee appointments for subsequent year (for Board approval)

##### *Regional FIRE-RMS Governance Board/Member Communication Process*

- Appoint Executive Sponsors for each Regional Stakeholder

##### *Strategic Planning*

- Devote time to strategic dialogue during normally scheduled teleconferences and meetings about global topics.

#### Empowerment

All Regional FIRE-RMS Governance Board Executive Sponsors and Chairperson are selected to represent their respective agency's needs and desires. Each Regional FIRE-RMS Governance Board Executive Sponsor is empowered to make decisions that affect their public safety agency.

### COMMITTEE MEMBERS & REPRESENTATION

#### Requirements for Membership

- Executed Regional Inter-local Agreement with Broward County Office of Communications Technology for Regional Public Safety Applications
- Executed Contract with Vendor for Fire RMS
- Executed Project Charter with Broward County Office of Communications Technology regarding Regional FIRE-RMS Program

#### Accountability and Reporting Instruction

- Regional FIRE-RMS Governance Board Executive Sponsors report back to their respective Agency Core Teams after each Regional FIRE-RMS Governance Board Meeting
- Final Regional FIRE-RMS Governance Board meeting minutes and preparation materials for the next meeting will be distributed by the Board Chair

#### Composition

- Regional FIRE-RMS Chair (Nominated by Office of Communications Technology) – Voting Member
- Regional Partner Agency – Executive Sponsor – Voting Member
- Advisory Boards – As Needed – Non Voting Members
  - Vendor Technical Group
  - External Users (ie: Other Local Customers)

➤ *Review Appendix A for Regional Partner Voting Members and Organization Chart for Governance Board*

#### FIRE-RMS Governance Board Chair & Contact Information:

**Name:** Andi Mucklow, RPSA Program Manager

**E-mail Address:** AMucklow@Broward.org

**Mobile Phone:** 954-336-4493

### ROLES AND RESPONSIBILITIES

#### Regional FIRE-RMS Governance Board Chairperson

- Guides the committee in accomplishing the mission and objectives detailed in the charter and in accordance with the established policies of the Regional FIRE-RMS Program. Keeps the committee focused.
- Ensures all committee members are fully oriented on the committee objectives, deliverables and roles/ responsibilities at the Committee's first meeting.
- Ensures all committee members are aware of and adhere to the processes and timing established by the Regional FIRE-RMS Core Teams for placing items on the Regional FIRE-RMS Governance Board agenda for discussion and deliberation, i.e., follow the Regional FIRE-RMS Board calendar; ensure that Agency Core Teams have consensus approval of items before presentation to the Regional FIRE-RMS Governance Board; ensure that Regional FIRE-RMS Governance Board agenda items are discussed and a vote taken in the

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Regional FIRE-RMS Board informal session; and ensure that motions are adjusted, as needed, before deliberation and voting in the Regional FIRE-RMS Governance Board formal session.

- Works toward building a sense of trust, productivity, and camaraderie within the Regional FIRE-RMS Board.
- Develops meeting agendas using the standard agenda template.
- Conducts meetings of the Regional FIRE-RMS Governance Board and directs the communication for Agency Core Team matters.
- Works to ensure that meeting minutes capture consensus agreement items and follow-up actions of the Regional FIRE-RMS Governance Board using the standard meeting minute template.
- Assigns tasks among the Regional FIRE-RMS Governance Board members, as necessary.
- Promotes consistent participation and timely connection to all teleconference meetings and addresses non-productivity within the Regional FIRE-RMS Governance Board.
- Works with Regional FIRE-RMS Governance Board members to ensure agency core team work is carried out between meetings.
- Works with Regional FIRE-RMS Governance Board members to develop final reports, proposals and supporting documentation. Ensures that the material presented to the Regional FIRE-RMS Governance Board accurately reflects the work of the Agency Core Teams and is submitted in a timely fashion.
- Represents best practices and the Regional Infrastructure in Regional LE-RMS Governance Board meetings.
- Works toward building a sense of trust and productivity between Regional FIRE-RMS Governance Board members and the Agency Core Teams.
- Works with the Regional FIRE-RMS Governance Board to review the charter at year's end and offer recommendations to Regional FIRE-RMS Governance Board for updates to the following year's charter.
- Transitions the incoming Regional FIRE-RMS Governance Board Chairperson into the role.

### **Regional FIRE-RMS Governance Board Executive Sponsors:**

- Must attend all meetings of the Governance Board.
  - If an Executive Sponsor is unable to attend a meeting, written notification must be submitted to the Regional FIRE-RMS Chairperson at least 24 hours prior to the meeting.
  - An Executive Sponsor can elect to send a Proxy to submit the agency's vote to the Board provided written documentation is submitted to the Regional FIRE-RMS Chairperson at least two hours prior to the scheduled meeting time.
- Empowered to make decisions to support accomplishing the mission and objectives of their respective agency core team. Any direction of the agency core team that may violate the Regional FIRE-RMS Governance Board policies must be discussed with the Regional FIRE-RMS Governance Board Chairperson.
- Works in coordination with the Regional FIRE-RMS Governance Board Chairperson to efficiently discharge the responsibilities of the Regional FIRE-RMS Governance Board.
- Works in coordination with the Regional FIRE-RMS Governance Board Chairperson to develop agendas, set meeting dates and locations, and communicate meeting requirements using the following criteria:
  - Meeting dates and locations should be determined as far in advance as possible.

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- Meeting requests forms should be sent to the proper contact with all meeting requirements stated.
- Agendas should be developed using the standard agenda template and should include the meeting date, venue and meeting room on all agendas. If the meeting room name is not available at the time the agenda is distributed, then meeting attendees should be informed of the meeting room at check-in.
- Handouts should be distributed to the Regional FIRE-RMS Governance Board in advance of the meeting.
- Works in coordination with the Regional FIRE-RMS Governance Board Chairperson to capture notes that reflect consensus agreements and follow-up actions using the standard format for meeting minutes for Agency Core Teams.
- Works in coordination with the Regional FIRE-RMS Governance Board Chairperson to ensure all reports, proposals, supporting documentation are developed in a professional and timely manner.
- Works in coordination with their respective Agency Core Teams to ensure that any financial, legal, and strategic implications associated with any option brought to the Regional FIRE-RMS Governance Board is identified and revealed during the preparatory stages and that these implications are reported on the Regional FIRE-RMS Governance Board agenda template.
- Interfaces and dialogues with other Regional FIRE-RMS Governance Board Executive Sponsors to ensure integration of committee initiatives and outcomes, as warranted.
- Coordinates and deploys any approved external communications to their respective Agency Core Teams.

### Advisory Boards

- As needed, will be called upon to offer technical knowledge and/or experience regarding proposed changes or enhancements presented by the Governance.

## CHANGE MANAGEMENT REVIEW

The Governance Board is responsible for overseeing and managing issues identified by the Regional and/or Agency System Administrators. An issue is a situation which has occurred or will definitely occur, as opposed to a risk which is a potential event. An issue is defined as a statement of concern or need that

- is known ahead of time or is listed in the program work plan, but whose resolution is in question or lacking agreement among stakeholders;
- is highly visible or involves external stakeholders;
- has critical deadlines or timeframes which cannot be missed;
- results in an important decision or resolution whose rationale and activities must be captured for historical purposes; or
- is an item that may impede program progress.

### Process

#### *Initial Identification*

The Regional System or Agency System Administrator can identify an issue. Once an issue is identified the following entries are made in the Issues Log, an Access Database.

- (1) The date is logged
- (2) The issue is classified as a:

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- customization or modification,
  - policy decision,
  - pick list modification,
  - new or existing interface,
  - software bug, or
  - action item.
- (3) It is assigned low, medium, or high priority.
- (4) Responsibility is assigned for clarification and for resolution.
- (5) It is assigned a due date and a tickler date.
- (6) The area of impact is determined (resources, time, or costs)
- (7) The area affected is determined.
- (8) The economic impact is assessed.
- (9) Comments may be added.
- (10) It is assigned a status of:
- New,
  - Active
  - Pending Further Review
  - On Hold
  - Closed
  - Information
  - Archived

### *Changes*

Once a program issue is initiated, the following can happen:

- Its status can be changed.
- A change date can be added in case of any change in the information in the database, such as a change in priority or the addition of comments.
- Recommendations can be made.
- Action can be taken.
- The issue can be closed.

### *Closed Issues*

To close an issue, make the following notations in the Issues Log database:

- Enter the date closed.
- Change Status to closed.
- Enter any action taken.
- Add any necessary comment.
- For an issue to be reopened, it must be opened as a new issue.

Within a month after an issue is closed, its status will be changed to Archived to keep it from being reported at subsequent meetings.

### *Voting on Issue Resolution*

All the items listed in the above “Process” Section – Initial Identification – (2) are considered voting matters. Certain pick list modifications can be classified as “Information” and will not require a vote. To determine if a pick list modification can be classified as Information without requiring a vote from the Board, a completed request (detailed in nature) should be sent to the Regional SA for review. The Regional SA will review the following details to determine the system impact:

1. Pick list to be modified



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2. Type of modification: add/change/delete
3. Number of items to be modified
4. Business/Operational Process reason for this change

Once the Regional SA has determined the modification can be made without negatively impacting the regional stakeholders, a CMR will be created, classified as “Information,” and sent to all the Regional Stakeholders for review. The Regional SA will allow a comment period of 5 business days for the Regional Partners to voice any objection to this change. Should an objection exist, a vote will be required by the Board for the change to take place. Otherwise, the modification will be implemented 5 business days after the comment period has elapsed.

In order for members to proceed with voting matters, a quorum must be present. For the purposes of this Governance Board, a quorum will be considered a majority of voting members. Each voting member will receive one vote on the proposed issue resolution. Majority vote rules for governing matters. Executive Sponsors, or their designee, must be in attendance to submit their votes.

- An Executive Sponsor can designate a Proxy to cast the agency’s vote by notifying the Regional FIRE-RMS Chairperson in writing at least two hours prior to the meeting.
- Should an Executive Sponsor fail to notify the Regional FIRE-RMS Chairperson of this change, the agency will forfeit their right to vote on the issue resolution if a quorum is otherwise available.
- Should an Executive Sponsor fail to attend a meeting without sending a Proxy or proper notification to the Regional FIRE-RMS Chairperson the agency will forfeit their right to vote on the issue resolution if a quorum is otherwise available.

In an instance where a tie vote is reached, the item will be reviewed with the Vendor for input. Information provided by the vendor along with the operational need based on the initiating agency’s request will be further evaluated. All information will be presented to the Governance Board at the next meeting with a recommendation from the Governance Chair based on all the information available. A re-vote could be request but may not always be necessary based on the input from the vendor.

### MEETING FREQUENCY, VENUE, AND FORMAT

#### Frequency

The Regional FIRE-RMS Program Governance will meet on the second Thursday of every month unless the Program Manager deems it necessary to meet more frequently or to address emergency situations.

#### Venue

Emergency matters may be addressed via conference call or email-vote. All meetings will be held at the BrowardCountyEmergencyOperationsCenter unless otherwise specified.

#### Format

Meetings will follow the agenda outlined below:

- Welcome/Roll Call
- Announcements
- Voting Matters
- Program Updates
- Reporting of New Issues
- Outstanding Issues
- Open Discussion
- Adjourn

An agenda describing all voting matters for each meeting will be provided to each Agency Executive Sponsor one week prior to the scheduled meeting in order to allow agencies to conduct internal review and discussion providing the Executive Sponsor with a recommendation prior to the meeting date/time. In order to provide the agenda in a timely manner, CMRs should be submitted to the Governance Board Chair two days prior to the agenda due date.

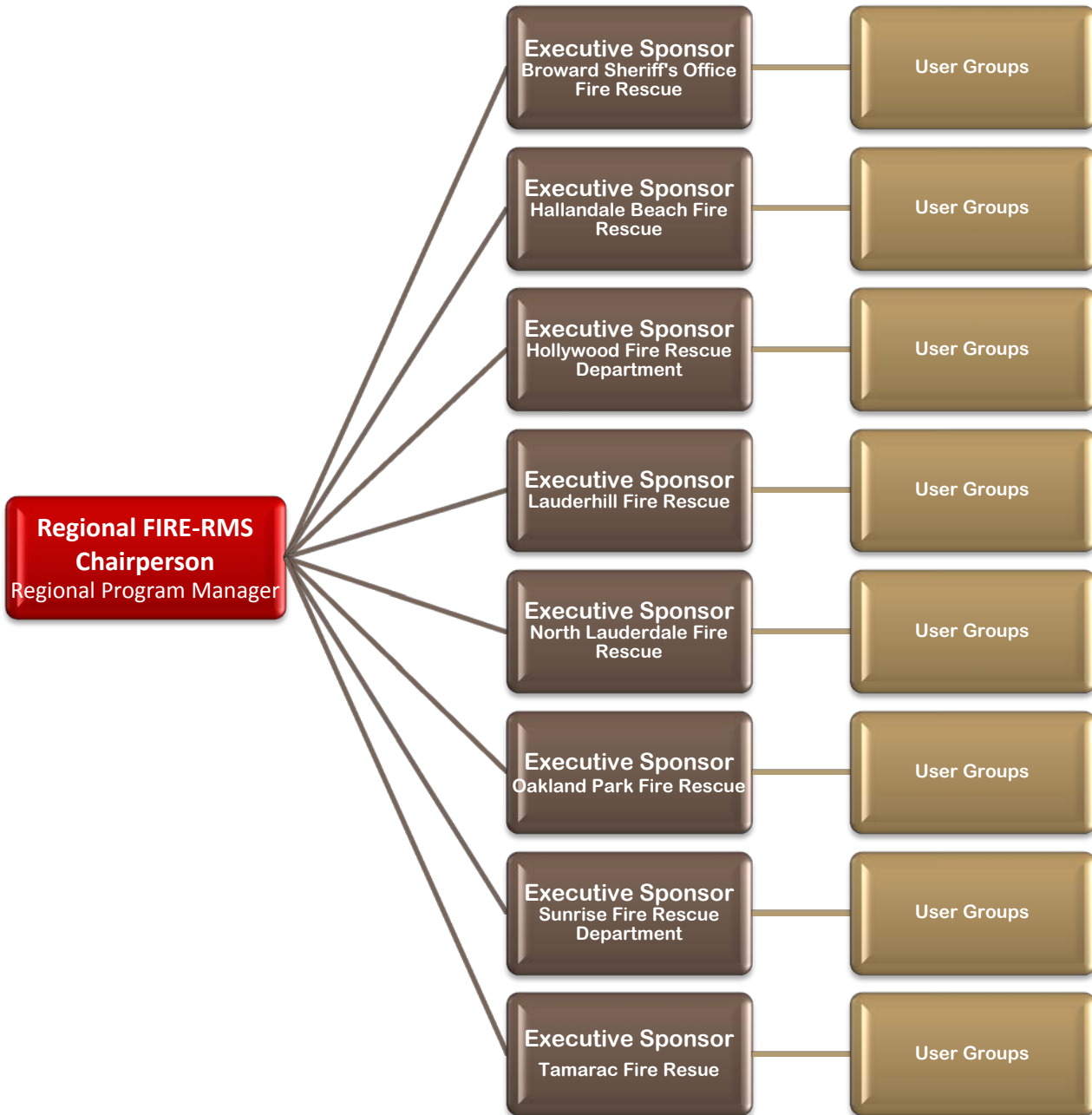
It is important for all Executive Sponsors (or their designees) to be prepared to deliver the agency's vote(s) with little discussion during the Governance Meeting to ensure meetings are productive. Any discussion related to the voting matters should be addressed prior to attending the Governance Board Meetings.

**APPENDIX A**

**Regional Partner Voting Members**

- Regional Chair – 1 Vote
- Executive Sponsor – 1 Vote
- User Groups – Non-Voting Members

**Organization Chart**



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### APPENDIX B

#### Membership Contact Information

Agency	Role	Name	Phone	Email
BC Office of Communications Technology	Governance Chair	Andi Mucklow	954-336-4493	<a href="mailto:AMucklow@Broward.org">AMucklow@Broward.org</a>
Broward Sheriff's Office, Div of Fire Rescue	Executive Sponsor			
	Alternate			
City of Hallandale Beach, Fire Department	Executive Sponsor	Daniel Sullivan		<a href="mailto:SSullivan@COHB.org">SSullivan@COHB.org</a>
	Alternate	Alex Baird		<a href="mailto:ABaird@COHB.org">ABaird@COHB.org</a>
City of Hollywood, Fire Department	Executive Sponsor			
	Alternate			
City of Lauderdale, Fire Department	Executive Sponsor	Ed Curran		
	Alternate	Jeff Levy		
City of North Lauderdale, Fire Department	Executive Sponsor			
	Alternate			
City of Oakland Park, Fire Department	Executive Sponsor	Donald Widing		
	Alternate			
City of Sunrise, Fire Department	Executive Sponsor	James Dixon, Division Chief	954-746-3466	<a href="mailto:jdixon@sunrisefl.gov">jdixon@sunrisefl.gov</a>
	Alternate	Stephen Grasso, Fire Planner	954-746-3413	<a href="mailto:sgrasso@sunrisefl.gov">sgrasso@sunrisefl.gov</a>
City of Tamarac, Fire Department	Executive Sponsor	Percy Sayles		
	Alternate	David Radzivill		

**APPENDIX C**

**Standard Operating Procedures for the Regional FIRE-RMS**