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# **Fire Department's Computer Aided Dispatch System Contingency Plan**

## **Scope Statement – April 30, 2014**

### **Fire Department's Computer Aided Dispatch System**

The Fire Department is responsible for operating and maintaining its dispatch system. When citizens call 911, fire and emergency medical requests are routed to the Fire Department's communications center. Department dispatchers, assisted by the computer aided dispatch (CAD) system, classify calls and dispatch emergency personnel and vehicles. CAD identifies the location of an emergency, the closest emergency response vehicles best suited to address the nature of the emergency, and the fastest route to the emergency.

### **Why audit the contingency plan for the Fire Department's computer aided dispatch system?**

The Fire Department has identified computer aided dispatch as its most critical system. Disruptions to the CAD system could delay fire and rescue efforts, medical attention and transport, and removal of public health hazards. Delays could have a negative effect on the health and safety of those living in, working in, or visiting the city.

Contingency planning is a coordinated strategy involving plans, procedures, and technical measures that enable the recovery of information systems, operations, and data after a disruption. Contingency planning strategies may include deploying preventive methods to deter, detect, and reduce the impact of system disruptions or relocating information systems and operations to an alternate site. Implementation of a properly designed contingency plan should include measures to prevent system outages and enable system recovery with the least disruption to service.

### **Audit objective**

Our objective is to answer the following question:

- Has the Fire Department implemented appropriate measures to prevent and respond to disruptions of its computer aided dispatch system?

### **Audit methods**

We will review the Fire Department's contingency plan, backup and recovery strategies, and contingency plan testing procedures for the CAD system; review recommended practices related to contingency planning; interview Fire Department staff; examine measures that the Fire Department has implemented to protect the communications center and the disaster recovery site; and observe testing of the department's contingency plan.

### **Anticipated release date**

We plan to present the audit report to the City Council in October 2014.