

Subject:	Changes to CAD	
Effective:	4-8-14	Procedure
Update:	9-7-17	
Reference:		

PURPOSE

To define the guidelines and authorizations for changes made to the TriTech CAD system.

PROCEDURE

Any change or update made to the TriTech CAD system must follow the steps and guidelines listed below. The changes include anything affecting *Response Plans, Response Areas, Paging Utility, Unit Identification, Personnel Management, system-wide settings and GIS related utilities that could potentially affect Santa Barbara County Sheriff, Santa Barbara County Fire, American Medical Response, Santa Barbara County Public Health Emergency Medical Services Agency and/or South Coast Fire District (*see exceptions below).

1. Required steps to follow:
 - a. Identify the need or reason for the change. Send a brief memo or e-mail to the Dispatch Projects Supervisor.
 - b. Any change related to EMD, and/or the delivery of EMS care, may require approval of the County EMS Agency Medical Director.

2. The Dispatch Projects Supervisor, with collaboration from dispatch personnel, will confirm that the change will enhance CAD operations or in no way be a detriment to the operation of the system.
 - a. The Dispatch Projects Supervisor will present the request to the Governance Group for approval or denial of the change.
 - b. Upon approval, the Dispatch Projects Supervisor will make the change in the "Test" system of TriTech CAD. The Dispatch Projects Supervisor may elect to allow the person making the request perform the change themselves in the "Test" system with his oversight.
 - c. Upon completion of the change in the "Test" system, several test scenarios will be conducted to ensure that the change works efficiently and correctly. The Dispatch Projects Supervisor will oversee these test scenarios and once he is satisfied that the change will work as expected, will notify the Communications Dispatch Manager and the Dispatch Training Supervisor.

3. If needed, the Dispatch Training Supervisor will create a training memo, to be reviewed by all dispatchers. The training memo will outline the change, identify and describe any need for the dispatcher to change their methods and identify an

effective date for when the change is scheduled to take effect. If necessary or requested, dispatchers will be allowed time to practice in the "Test" system to become comfortable and familiar with the change.

4. When the time allotted for the dispatchers to practice has ended, the Dispatch Projects Supervisor will update the CAD production system.
5. In the event that a change is necessary to be implemented immediately, authorization must be obtained from the Dispatch Projects Supervisor prior to effecting any change. If he is not available, the following (in order) may be contacted for authorization:
 - a. Communications Dispatch Manager
 - b. Bureau Commander
 - c. Dispatch Training Supervisor
6. If an immediate change has been implemented, the following steps must be taken:
 - a. A memo must be submitted to the Dispatch Projects Supervisor outlining the change made and any necessary changes to procedures that the dispatcher must follow.
 - b. The Dispatch Projects Supervisor will forward a copy of the memo to the Communications Manager.
 - c. The Communications Manager will forward a copy of the memo to the Dispatch Training Supervisor, who will ensure that all personnel are notified of the change as soon as possible and any required changes to procedures.
 - d. The Dispatch Projects Supervisor and the Dispatch Training Supervisor will make every attempt to monitor the change to ensure that it is performing correctly and efficiently and not hindering or hampering the TriTech CAD system, or the dispatcher's ability to perform their duties.
 - e. The change should be presented to the next available Governance Group meeting.
7. Exceptions
 - a. Changes to County Fire response plans, personnel management, unit identifiers, etc., that have no impact on any other Agency (i.e., AMR, Montecito FD, or Santa Barbara Sheriff's Office) may be accomplished by fire personnel who have been trained and approved to make changes by the Dispatch Projects Supervisor. The Dispatch Projects Supervisor should be made aware of any changes that are made so that he can verify they have been made correctly.
 - b. Changes or updates such as caution notes, premise utility, dispatcher notes and any other module or utility that many users have been granted access to are exempt from this procedure.
 - c. GIS updates performed by the GIS Mapping Technician are exempt from this procedure.