Section	Item	User Requirement		Definition/Test	Mandatory/ Non-Mandatory/ Desired
		GENERAL			
General	R1.1	The system must comply with all requirements of the Manitoba Freedom of Information and Protection of Privacy Act (FIPPA) , Personal Health Information Act (PHIA)			Mandatory
	R1.2	The system must be fully compliant with all coding and reporting requirements as defined by the Manitoba Fire Commissioner	1	These requirements must be complied with at the outset of the implementation and maintained as long as the system is in use in WFPS.	Mandatory
			2	The system must capable of electronic reporting of incident information to the Fire Commissioner's Office.	Mandatory
	R1.3	The system should be fully compliant with all coding and reporting requirements as defined by the Manitoba Health.	1	System should be responsible for direct reporting or reporting through an interface with the Zoll ePCR application.	Non-Mandatory
	R1.4	The system should allow for the tracking of specific user-initiated transaction to ensure that they are managed in a consistent manner.	1	The system should provide for audit tracking for all system transactions	Non-Mandatory
			2	The system should allow for audit tracking, at the table level	Non-Mandatory
	R1.5	The system should use common standard hot-key combinations and keyboard conventions as are found in Windows applications			Non-Mandatory
	R1.6	The system should support the manual or automated extract of data in formats that are usable for all standard applications including, but not limited to:	1	.csv	Non-Mandatory
			2	.html	Non-Mandatory
			3	.xml	Non-Mandatory
			4	.rtf	Non-Mandatory
			5	.doc	Non-Mandatory
	R1.7	The system must support the automated export of information based on triggers which are to be defined by the system administrator			Mandatory
	R1.8	The system must support the automated import of data from a variety of different interfaces and/or applications.			Mandatory
	R1.9	The system should support the manual import of data from a variety of formats including but not limited to:	1	.csv	Non-Mandatory
			2	.html	Non-Mandatory
			3	.xml	Non-Mandatory

Section	Item	User Requirement		Definition/Test	Mandatory/ Non-Mandatory/ Desired
				GENERAL	
			4	.rtf	Non-Mandatory
			5	.doc	Non-Mandatory
	R1.10	The system should support the attachment of external documents in all of the standard formats including, but not limited to:	1	.csv	Non-Mandatory
			2	.doc	Non-Mandatory
			3	.jpg	Non-Mandatory
			4	.pdf	Non-Mandatory
	R1.11	The system should allow a user to begin a report on one workstation and then, should they need to stop for any reason, resume the report from another workstation at a later date/time.			Non-Mandatory
	R.12	The system must include (at a minimum) a method for capturing:	1	Unit Activity Tracking	Mandatory
			2	Incidents	Mandatory
			3	Properties	Mandatory
			4	Inspections	Mandatory
			5	Permits	Mandatory
			6	Complaints	Mandatory
			7	Investigations	Mandatory
			8	Personnel	Mandatory
			9	Certifications/Training	Mandatory
			10	Public Education	Mandatory
	R1.13	The system must be capable of operating on a variety of hardware platforms including but not limited to:	1	Desktop computer	Mandatory
			2	Laptop computer	Mandatory
			3	Tablet computer	Non-Mandatory
	R1.14	The system should be accessible through a web-based interface			Non-Mandatory
	R1.15	There should be a mechanism for attaching internal and externally available documents and images to records within the system			Non-Mandatory
Security	R1.16	Access to each data model or module must be controlled by security which is configurable by the system administrator			Mandatory
	R1.17	The system administrator should be able to configure security on a user by user basis down to the column level.	1	User A should be able to view some data on Form A but not all of it.	Non-Mandatory
	R1.18	The system administrator must be able to create security groups and assign tables to that security group	1	Designated users must be allowed the security to add, modify records as appropriate	Mandatory
	R1.19	The system administrator must be able to add users to each security group as required			Mandatory

Section	Item	User Requirement		Definition/Test	Mandatory/ Non-Mandatory/ Desired
	R1.20	It may be possible for a user to make use of a 'forgot password' function so that they do not need to contact technical support personnel in the event that they are unable to remember their password			Desired
Configurations	R1.21	The system should be configurable by the system administrator	1	Forms	Non-Mandatory
			2	Reports	Non-Mandatory
			3	Frequently Asked Questions (help files)	Desired
			4	Adding data elements	Non-Mandatory
	R1.22	The system should allow all drop-down or picklists values to be defined by the system administrator			Non-Mandatory
	R1.23	The system should allow the values in drop-down or picklists to be different depending on the agency or user that is logged on			Non-Mandatory
	R1.24	The system should allow the system administrator to customize all forms within the system			Non-Mandatory
	R1.25	The system should provide functionality that allows the system to default or exclude some field entries when specific values in other fields are entered.	1	For example, if user enters the type of fire as Outside Fire, any field related to Room of Origin should become unavailable for entry.	Non-Mandatory
	R1.26	The system should be configurable by the system administrator so that they can define colours, fonts, labels etc.			Non-Mandatory
	R1.27	It may be preferred if it were possible that the system be configurable by the individual user so that they can define colours and fonts			Desired
Reporting	R1.28	The system should provide views and reports that support user definable searches on all system data elements that have been entered by end user agencies into the system			Non-Mandatory
	R1.29	The system should be delivered with out-of-the-box canned reports which can be run by users based on security			Non-Mandatory
	R1.30	All views and reports generated "on-screen" should be printable			Non-Mandatory
	R1.31	The system should be able to represent all data retrieved in these reports and views in a variety of ways	1	Base maps	Desired
			2	Charts	Desired
			3	Graphs	Desired

Section	Item	User Requirement		Definition/Test	Mandatory/Non-Mandatory/Desired
		GENERAL			
		including but not limited to:	4	Pre-formatted report templates	Non-Mandatory
	R1.32	All system 'canned report's should be exportable by the users in either .pdf or .doc(x) format			Non-Mandatory
	R1.33	The user should be able to create a report by pulling data from multiple tables in the system			Non-Mandatory
	R1.34	The system should allow the user to save reports so that they can be run whenever required			Non-Mandatory
	R1.35	The system should allow for the scheduling or automation of reports to be run	1	By date/time	Non-Mandatory
			2	By specific incident type	Non-Mandatory
	R1.36	The system should provide a mechanism for disseminating reports to specified personnel via email or some other method			Non-Mandatory
	R1.37	The system should provide a dashboard function for monitoring information in real-time by designated users.			Non-Mandatory
	R1.38	Users should be able to determine what information is displayed on the dashboard based on their security within the system and role within the department			Non-Mandatory
	R1.39	The system should allow the users to run a wide range of reports as related to user performance, time on task and resource deployment			Non-Mandatory
	R1.40	Content of any reports should be user definable			Non-Mandatory
	R1.41	Frequency of any reports should be user definable			Non-Mandatory
	R1.42	The system should allow for data mining from 3rd-party tools to support the tasks of Quality Improvement (QI)	1	See QI Reports tab for list of reports currently being generated.	Non-Mandatory
Multi-Jurisdictional	R1.43	The system should be a true multi-agency system that provides each agency with the ability to keep data elements confidential through user definable security as required.			Non-Mandatory
	R1.44	Each agency should have the ability to control the access of other agencies to the data they own			Non-Mandatory

Regularly Run Reports - QI		
Reports	**Current Frequency**	**Current Output Format**
Response Summary - First Engine Arrived to Fire Calls	Annually	pdf
Response Summary - Fire Unit Arrivals to Fire Calls	Annually	pdf
Response Summary - Fire Unit Arrivals to Fire Calls -By Unit	Annually	pdf
Response Summary - Paramedic Unit to Hospital - Priority 4 only	Annually	pdf
Response Summary - Paramedic Unit to Hospital - Priority 3 or 4	Monthly, Annually	pdf
Response Summary - First ACP Unit Arrived to Medical Calls - Priority 4 only	Annually	pdf
Response Summary - First ICP or ACP Unit Arrived to Medical Calls - Priority 4 only	Annually	pdf
Response Summary - Individual Unit Arrivals to Medical Calls - Priority 4 only	Annually	pdf
Response Summary - Individual Unit Arrivals to Medical Calls - Priority 3 only	Annually	pdf
Response Summary - First Fire Unit Arrivals to Medical Calls - Priority 4 only	Annually	pdf
Response Summary - First Fire Unit Arrivals to Medical Calls - Priority 3 only	Annually	pdf
Response Summary - First Paramedic Unit Arrivals to Medical Calls - Priority 4 only	Annually	pdf
Response Summary - First Paramedic Unit Arrivals to Medical Calls - Priority 3 only	Annually	pdf
Response Summary - First Fire or Paramedic Unit Arrivals to Medical Calls - Priority 4 only	Annually	pdf
Response Summary - First Fire or Paramedic Unit Arrivals to Medical Calls - Priority 3 only	Annually	pdf
Turnout Time - Fire Unit to Fire Calls	Annually	pdf
Turnout Time - Fire Unit to Fire Calls - STA only	Annually	pdf
Turnout Time - Fire Unit to Medical Calls - Priority 4 only	Annually	pdf
Turnout Time - Fire Unit to Medical Calls - Priority 4 only - STA only	Annually	pdf
Turnout Time - Paramedic Unit to Medical Calls - Priority 4 only	Annually	pdf
Turnout Time - Paramedic Unit to Medical Calls - Priority 4 only - STA only	Annually	pdf
Turnout Time - Fire or Paramedic Unit to Medical Calls - Priority 4 only	Annually	pdf
Repeat Call Within 24 Hours - Medical Calls	Annually	pdf
First Unit Arrived (Fire, Ambulance, Police) - Medical Calls	Annually	Excel
Call Volume - Fires	Monthly, Annually	Excel
Call Volume - Medical	Monthly, Annually	Excel
OMBI	Annually	*various
Corporate Performance Measures	Annually	*various
Total Patient Contacts	Annually	pdf
Response Summary - Paramedic Unit Time in Hospital	Monthly, Annually	pdf
Erroneous Incident Number	Monthly	pdf
Transport to Hospital Totals - Priorities 1,3,4	Monthly	pdf
Transport to Hospital Totals - Priorities 3,4	Monthly	pdf
EPIC patient customer maintenance	Monthly	Excel
3 source Fire Unit questionable patient reports	Monthly	pdf
3 source Incident Number review report	Monthly	pdf
Fire First Complement Arrival Times	Monthly, Annually	Excel

		UNIT ACTIVITY			Mandatory/ Non-Mandatory/ Desired
Section	**Item**	**User Requirement**		**Definition/Test**	
Unit Activity	R2.1	The system should track all unit activity	1	Manually added data	Non-Mandatory
			2	Transferred from the CAD system	Non-Mandatory
	R2.2	User should be able to add information related to a unit/apparatus or station activity	1	Task or activity	Non-Mandatory
			2	Time associated to specific tasks	Non-Mandatory
			3	Notes	Non-Mandatory
			4	Location	Non-Mandatory
			5	Apparatus	Non-Mandatory
			6	Personnel	Non-Mandatory
	R2.3	A unit history should be retrievable for either the most recent log on period or for a number of log on periods	1	A unit history should be retrievable for either the most recent log on period or for a number of log on periods	Non-Mandatory
			2	When a unit history is queried, the system should display the most recent unit history for that unit. If the unit is not logged on, the system should display the most recent unit history	Non-Mandatory
			3	The unit history may be available via CAD terminals and MWS terminals	Desired
			4	It should be possible for the System Administrator to set a maximum date range that can be queried from inside the CAD	Non-Mandatory
	R2.4	The unit history should present all transactions associated with the unit, including all events, non-event related activities including all miscellaneous comments entered; also the personnel roster	1	The unit history should present all transactions associated with the unit, including all events, non-event related activities including all miscellaneous comments entered; also the personnel roster	Non-Mandatory
			2	It should be possible to display the unit remarks and system based chronology in separate pieces. This would allow the users to look up their remarks without having to sort through all the other system information (chronology).	Non-Mandatory
	R2.5	The unit history should be able to be printed, by command, by mouse click or by hot-key combination where available	1	The unit history should be able to be printed, by command, by mouse click or by hot-key combination where available	Non-Mandatory

Section	Item	User Requirement		Definition/Test	Mandatory/ Non-Mandatory/ Desired
		INCIDENTS			
Incidents	R3.1	The system must be capable of automatically receiving basic incident information from a separate CAD system via an interface			Mandatory
	R3.2	The basic CAD information must be consumed by the RMS and automatically create an incident record using (at a minimum) the following information:	1	Incident address	Mandatory
			2	Building name	Mandatory
			3	Initial incident type	Mandatory
			4	Initial alarm level	Mandatory
			5	Initial priority	Mandatory
			6	Final incident type	Desired
			7	Final alarm level	Desired
			8	Final priority	Desired
			9	Responding units	Mandatory
			10	Unit status information	Mandatory
			11	Incident Attendees (all personnel onscene	Mandatory
			12	Dispatcher notes	Mandatory
			13	Caller information (name, phone number,	Mandatory
			14	Call source	Mandatory
			15	First-In Zone	Mandatory
			16	TAC Channel	Mandatory
			17	Event Number	Mandatory
			18	Incident Benchmarks	Mandatory
			19	Flight ID / Patient ID	Non-Mandatory
			20	Pick up Location	Non-Mandatory
			21	Drop off Location	Non-Mandatory
			22	Patient Origin (City picklist)	Non-Mandatory
			23	First Nations	Non-Mandatory
	R3.3	The system should allow for different users to complete specific portions of the incident report	1	If multiple apparatus attend an incident, each officer should be able to complete their apparatus-specific information including attendees (if not completed by CAD), apparatus actions, notes	Non-Mandatory
	R3.4	The system should allow each user to 'lock off' their portion of the incident so that it cannot be modified.	1	A user should be able to lock their portion of an incident.	Non-Mandatory
			2	It should be possible for users with the appropriate security to lock the entire incident record when it is complete	Non-Mandatory
			3	It should be possible to mark fields which are required to be completed before a record can be locked	Non-Mandatory
			4	The system should track the locking of an incident including the person who locked the record and date time	Non-Mandatory

Section	Item	User Requirement		Definition/Test	Mandatory/ Non-Mandatory/ Desired
			INCIDENTS		
			5	If a record is unlocked the system should track the time/date and user who unlocked the record	Non-Mandatory
	R3.5	The system may allow a method for a senior officer, supervisor or admin staff to 'QA' incident reports submitted by a frontline officer	1	The system may allow for another user to confirm that a report has been filled in correctly and mark the report as confirmed or signed off	Desired
			2	The person performing the QA role may be able to reject a report and send it back to the submitting officer with a list of changes that need to be made	Desired
	R3.6	Select portions of an incident record should be made invisible to users based on security	1	Investigation information should be restricted to only the investigator completing the report.	Non-Mandatory
			2	Any firefighter or paramedic injuries or exposures should not be visible outside of specific authorized users	Non-Mandatory
	R3.7	The system should allow for the creation of 'exposure' records based on the initial incident	1	Exposure records are generated when a primary fire causes a secondary fire (i.e. house #1 catches on fire, sparks or flames from that fire cause a fire in a neighbouring property)	Non-Mandatory
		The system should allow for the manual creation of Incident records when required	2		Non-Mandatory
	R3.8	The ability to create manual incident records should be controlled by security which is configurable by the system administrator	1		Non-Mandatory
		The system should have a mechanism for all appropriate completed incident reports to be electronically submitted to the OFC	2		Non-Mandatory
	R3.9	The incident form or forms should be able to be configured in such a way that information required by the OFC can be recorded	1	This should include information related to cause of type of fire, injuries and/or deaths etc.	Non-Mandatory
		Based on the requirements of the Manitoba OFC, the system should allow for data filtering so that when one piece of information is selected the next piece of information is filtered to only the valid options	2	For example, if writing a report regarding an outside garbage bin fire some fields are not required/applicable such as horizontal flame spread and vertical flame spread. A system administrator should be able to define these fields and what is to be filled in the fields or if they are hidden, etc.	Non-Mandatory
		The system may allow the user to generate a follow-up inspection if so required and link it to the incident	1		Desired

Section	Item	User Requirement		Definition/Test	Mandatory/ Non-Mandatory/ Desired
	R3.10	The system must automatically link any incident with any existing property record at the same location	2		Mandatory
	R3.11	The system administrator should be able to add custom fields onto any incident-related forms as required to capture incident-related information that is not part of the 'out-of-the-box' implementation of the system	1	Situation Found information	Non-Mandatory
			2	First-In Apparatus information	Non-Mandatory
			3	Calculated values such as the amount it took for an apparatus to go from dispatch to enroute or dispatch to onscene	Non-Mandatory
	R3.12	The user should be able to attach or link to images or documents related to an incident			Non-Mandatory

The table above is headed by: **INCIDENTS**

Section	Item	User Requirement		Definition/Test	Mandatory/ Non-Mandatory/ Desired
		PROPERTIES			
Properties	R4.1	The system may be capable of automatically receiving basic property data from any city or regional property database			Desired
	R4.2	Data added by a property interface may be marked as such		i.e. 'Added by Property Interface' flag	Desired
	R4.3	The basic property data should be consumed by the RMS and automatically create a property record using (at a minimum) the following information:	1	Property address	Non-Mandatory
			2	Property name	Non-Mandatory
			3	Property class	Non-Mandatory
			4	Property linkages (i.e. when a Starbucks is inside of a grocery store)	Non-Mandatory
			5	Property references (contacts)	Non-Mandatory
			6	Associated business licenses	Non-Mandatory
	R4.4	The system may allow a user to manually enter a property record on an as-needed basis			Desired
	R4.5	The system administrator should have the ability to configure the security so that access to the property information can be provided on a user-by-user basis			Non-Mandatory
	R4.6	The system should allow for the recording of building use information outside of the property class	1	i.e. Property Class may be D - Professional but the use might be specific to a doctor's office or lawyer's office etc.	Non-Mandatory
	R4.7	The system may allow for the recording of physical building information including by not limited to:	1	Roof truss type	Desired
			2	Construction style	Desired
			3	Number of floors above grade	Desired
			4	Number of floors below grade	Desired
	R4.8	The system should allow for the recording of hazards, warnings or special information related to the property including but not limited to:	1	Gate/Building codes	Non-Mandatory
			2	Lockbox locations	Non-Mandatory
			3	Special instructions	Non-Mandatory
	R4.9	The system should allow for the recording of HazMat information	1	Type of materials being stored	Non-Mandatory
			2	Quantities of materials being stored	Non-Mandatory
			3	Location of materials being stored	Non-Mandatory
	R4.10	The system may allow for the recording of pre-incident planning information including but not limited	1	Building images	Desired
			2	Building plans	Desired
			3	Links to external documents	Desired
	R4.11	Users should be able to add multiple business licenses to the same property			Non-Mandatory

		PROPERTIES			Mandatory/ Non-Mandatory/ Desired
Section	**Item**	**User Requirement**		**Definition/Test**	**Desired**
	R4.12	Users should be able to add or modify contacts	1	Business license related contacts	Non-Mandatory
			2	Property related contacts	Non-Mandatory
	R4.13	The system should have a mechanism for the recording of billable items related to the property based on pre-defined business rules including but not limited to:	1	Incident related charges	Non-Mandatory
			2	Inspection related charges	Non-Mandatory
			3	Permits related charges	Non-Mandatory
	R4.14	The system should allow a property to be marked as an Inspectable property			Non-Mandatory
	R4.15	From the property, with the appropriate security, the user should be able to view all information related to that property including but not limited to:	1	Incidents	Non-Mandatory
			2	Inspections	Non-Mandatory
			3	Permits	Non-Mandatory
Permits	R4.16	The system should allow for the tracking of permits against a property including but not limited to:	1	Burning permits	Non-Mandatory
			2	Fireworks	Non-Mandatory
			3	Pyrotechnics	Non-Mandatory
	R4.17	The system should allow for a mechanism for identifying billable permits based on pre-defined criteria	1	Type of permit	Non-Mandatory
			2	Manual identification by user	Non-Mandatory
Complaints	R4.18	The system should allow for the tracking of complaints against a property.	1	Complaints should be generated by an individual, an internal user or an external agency.	Non-Mandatory
			2	Users should be able to generate an Inspection from a complaint. This would include tracking of multiple re-inspections as required.	Non-Mandatory
			3	Complaints should be assigned a status which is pre-defined by the system administrator.	Non-Mandatory

Section	Item	User Requirement		Definition/Test	Mandatory/ Non-Mandatory/ Desired
		INSPECTIONS			
Inspections	R5.1	Inspections should be able to be categorized by types such as:	1	Fire Prevention Inspections	Non-Mandatory
			2	Operations Inspections	Non-Mandatory
	R5.2	A further breakdown of inspections may be possible under each inspection category so as to indicate the classification of the inspection such as business license inspection or daycare inspection etc.			Desired
	R5.3	It should be possible to relate specific inspectable items for each property based on a variety of criteria including but not limited to:	1	Property address	Non-Mandatory
			2	Property class	Desired
			3	Inspection class	Non-Mandatory
	R5.4	The system administrator should be able to define the frequency of inspections for each type of inspection based on a pre-defined set of business rules.			Non-Mandatory
	R5.5	It should be possible to create non-recurring inspections			Non-Mandatory
	R5.6	The inspector should be capable of marking an inspection as 'failed' or 'unsuccessful' which will automatically generate a re-inspection	1	Re-inspection records should only contain items that did not pass during the initial inspection	Non-Mandatory
			2	Re-inspection records should be linked to the initial inspection	Non-Mandatory
			3	Once all items have passed inspection, a new 'annual' inspection should be generated and should contain all inspectable items	Non-Mandatory
	R5.7	There should be a mechanism for attaching external files related to an inspection which could include but not be limited to:	1	Images	Non-Mandatory
			2	Documents	Non-Mandatory
	R5.8	It should be possible to link inspections to other events within the RMS including but not limited to:	1	Incidents	Non-Mandatory
			2	Complaints	Non-Mandatory
	R5.9	There should be a method of capturing the person or persons that performed the inspection.	1	There should be times when there are multiple inspectors performing one inspection	Non-Mandatory
	R5.10	It should be possible to perform an inspection and relate that inspection to a specific business license attached to the property	1	The user should be provided with a way on the inspection record to select a business license	Non-Mandatory
			2	The system should display the previous business license that the inspection was performed against (if applicable)	Non-Mandatory
	R5.11	The user may be able to enter general information about the inspection such	1	Time In/Time Out	Desired
			2	Performed at Night	Desired

		INSPECTIONS			Mandatory/ Non-Mandatory/ Desired
Section	**Item**	**User Requirement**		**Definition/Test**	**Desired**
	R5.11	as:	3	Vacant Property Noted	Desired
			4	Secondary suite information	Desired
	R5.12	The inspector should be able to record inspection information from a remote location	1	i.e. via Web App or other app specifically designed to be access via tablet or smart phone	Non-Mandatory
			2	Should have real-time entry into the RMS	Non-Mandatory

		PERSONNEL			
Section	**Item**	**User Requirement**		**Definition/Test**	**Mandatory/ Non-Mandatory/ Desired**
Personnel	R6.1	The system must be capable of automatically receiving basic personnel data from an external database such as a Roster or staffing solution			Mandatory
	R6.2	The basic personnel data should be consumed by the RMS and automatically create a personnel record using (at a minimum) the following information:	1	First Name	Non-Mandatory
			2	Last Name	Non-Mandatory
			3	Common Name	Non-Mandatory
			4	Rank	Non-Mandatory
			5	Shift	Non-Mandatory
			6	Assignment	Non-Mandatory
	R6.3	The system should allow for the manual entry of personnel as required			Non-Mandatory
	R6.4	There should be a mechanism for tracking career information including but not limited to:	1	Rank assignment	Non-Mandatory
			2	Date of promotion	Non-Mandatory
			3	Position held	Desired
	R6.5	The system should allow for tracking medical information against a personnel record	1	Information should be controlled by security so that only authorized persons have access to the information	Non-Mandatory
	R6.6	The system administrator should be able to define certain roles and assign personnel to those roles.	1	Roles should allow users to be added to specific picklists such as Investigator, Inspector etc.	Non-Mandatory
	R6.7	Each personnel record should be linked to any certifications that are assigned to each person	1	Certifications should include the date it was earned and, if applicable, the date that it expires	Non-Mandatory
	R6.8	If someone has both a personnel record and a user account, the two may be linked			Desired
	R6.9	From a personnel record, a user should be able to identify all events that person has been linked to including but not limited to:	1	Incidents	Non-Mandatory
			2	Training	Non-Mandatory
			3	Inspections	Non-Mandatory
			4	Public Education	Non-Mandatory
	R6.10	The system should allow for tracking of contact information for the personnel including but not limited to:	1	Primary phone number	Non-Mandatory
			2	Secondary phone number	Non-Mandatory
			3	Email	Non-Mandatory

		PERSONNEL			Mandatory/ Non-Mandatory/ Desired
Section	**Item**	**User Requirement**		**Definition/Test**	**Mandatory/ Non-Mandatory/ Desired**
			4	Secondary email	Non-Mandatory
	R6.11	The system may allow for tracking of external contacts in relation to the personnel. Contact information should include:	1	Name	Desired
			2	Relationship	Desired
			3	Primary phone number	Desired
			4	Secondary phone number	Desired
			5	Email	Desired
			6	Secondary email	Desired
	R6.12	The system should be able to track drivers license information including any endorsements and restrictions for each personnel member.	1	Should be possible to report on various criteria including expiry dates.	Non-Mandatory

Section	Item	User Requirement		Definition/Test	Mandatory/ Non-Mandatory/ Desired
		TRAINING			
General	R7.1	The system must be capable of tracking training records			Mandatory
	R7.2	The system should provide pre-packaged content relative to Fire & EMS education material	1	Content should meet industry standards such as NFPA or CECBEMS	Non-Mandatory
	R7.3	The system should provide for a single point of training data - single portal for users and administrators	1	What training was delivered	Non-Mandatory
			2	Who took it	Non-Mandatory
			3	What training material was delivered	Non-Mandatory
	R7.4	The system should be capable of maintaining historic data			Non-Mandatory
	R7.5	The system must be capable of searching data	1	Searchable by student, instructor, certification, program, lesson, date, expiry, reg #	Mandatory
	R7.6	The system must be capable of printing a report of searchable data by each criteria			Mandatory
	R7.7	Not all courses are managed internally. It should be possible to track training sessions provided by an external resource			Non-Mandatory
	R7.8	The system should have the ability to deliver learning modules in multiple formats	1	multimedia presentations	Non-Mandatory
			2	Webinars	Non-Mandatory
			3	Text based documents	Non-Mandatory
			4	Interactive lessons	Non-Mandatory
	R7.9	It may be possible to upload pre-package content purchased by WFPS	1	Could be multimedia content or PowerPoint or pdfs	Desired
	R7.10	The system may allow for unlimited storage for training materials	1	Ability to store training material on an ongoing basis	Desired
			2	Library of training information	Desired
	R7.11	The designated user may be able to define time periods for reminder notifications associated to due dates and expiring certifications			Desired
Configuration	R7.12	The designated user(s) must be able to set up training programs			Mandatory
	R7.13	The system administrator must be able to set up training lessons			Mandatory
	R7.14	The system administrator should be able to link lessons to programs			Non-Mandatory
	R7.15	The system administrator may be able to create certifications and identify which lessons and/or programs should be required for a certification to be achieved			Desired

Section	Item	User Requirement		Definition/Test	Mandatory/ Non-Mandatory/ Desired
		TRAINING			
	R7.16	When a user participates in a training session, data must be linked to their personnel record	1	Link records must include security required to maintain confidentiality	Mandatory
	R7.17	Each training session may have the option to include the expected duration and the actual duration			Desired
	R7.18	It should be possible to schedule training sessions in advance using a shift calendar system			Non-Mandatory
	R7.19	When scheduling a training session, the designated user should be able to identify who the instructor for the session will be	1	Internal instructors	Non-Mandatory
			2	External instructors	Non-Mandatory
	R7.20	When scheduling a training session, the user should be able to identify who the trainees will be			Non-Mandatory
	R7.21	It should be possible to assign a group of users to a training session	1	Users should be able to collaborate and work together through the session.	Non-Mandatory
			2	The session is delivered to a group however the training information is recorded against the individual user.	Non-Mandatory
	R7.22	Notification may be sent to the trainees that a training session has been scheduled	1	Notifications would ideally be done through standard emails	Desired
	R7.23	When scheduling a training session, it should be possible book the following:	1	Training rooms/locations	Desired
			2	Training equipment	Desired
			3	Apparatus	Non-Mandatory
	R7.24	When a training session is built, the system should associate all the defined components (students, instructors, equipment, apparatus)	1	The system should capture all information with date/time stamps, user names etc.	Non-Mandatory
			2	It should be possible to provide a list of users in a training session	Non-Mandatory
			3	It should be possible to show all the training sessions a user has been associated to	Non-Mandatory
	R7.25	A calendar of all training sessions viewable by users with the appropriate security may be desired	1	It may be desired that the training section be able to track training sessions, vacations and other data on a single calendar to allow for easy scheduling	Desired
	R7.26	It should be possible to assign a user to a single training session or multiple training sessions	1	a user may be involved in multiple independent training sessions simultaneously. The system should track each session independently	Non-Mandatory
	R7.27	When a user is assigned to a training session they may be notified of the training session	1	Ideally by email with a pre-defined summary of the training session expectations (for example: session objective, minimum evaluation mark expected, evaluation method)	Desired

Section	Item	User Requirement		Definition/Test	Mandatory/ Non-Mandatory/ Desired
			TRAINING		
			2	This pre-defined summary may be defined when the training session is initially created by the designated user	Desired
Certifications	R7.28	The system may allow for an option to have certifications to be automatically assigned when all criteria is met			Desired
	R7.29	The system may allow for certifications to be expired based on pre-defined criteria			Desired
	R7.30	Certifications may be able to be expired based on one or more lessons requiring re-training			Desired
	R7.31	The system may notify a personnel when a certification is about to expired	1	The system administrator may be able to identify the time period prior to certification expiration when the personnel should be notified	Desired
			2	Through automated notification via email with pre-defined message	Desired
	R7.32	The system may be configurable to allow for a pre-defined certificate of completion for a training session	1	Should be printable or pdf	Desired
Training & Evaluations	R7.33	it should be possible to maintain a bank of questions relative to a training session or group of sessions.			Non-Mandatory
	R7.34	A designated user should be able to define the number of questions from the question bank that are required for each quiz.	1	The system should randomly select the questions and assign them to the designated quiz.	Non-Mandatory
			2	The questions should have a value to capture the level of difficulty based on pre-defined criteria	Non-Mandatory
			3	It should be possible to associate lessons to the question	Non-Mandatory
			4	Where more than one lesson is being referenced in a series of questions for a quiz, it should be possible to define a percentage of certain questions to be used.	Non-Mandatory
	R7.35	The designated user should be able to define the required minimum score (evaluation mark)			Non-Mandatory
	R7.36	The student will log onto the system to conduct learning exercises and quizzes	1	Students should have a unique user id (account) which will be used to track all learning activities	Non-Mandatory
			2	It should include the amount of time the user is logged onto the system and the time on individual tasks	Non-Mandatory
			3	The system should capture date and time stamps with user name	Non-Mandatory

Section	Item	User Requirement		Definition/Test	Mandatory/ Non-Mandatory/ Desired
		TRAINING			
	R7.37	The student would take the test electronically and have score calculated and recorded	1	The system should mark the quiz and record the information against the student's user id.	Non-Mandatory
	R7.38	Users should be able to suspend activities (save and exit) with the system allowing them to pick up where they left off when they log back onto the system.	1	As training activities occur during working hours, the users can be called away for operational duties.	Non-Mandatory
	R7.39	Should be possible to define inactivity time out levels. This would allow for automatic save and exit (log out) of the application after a predefined period of inactivity.	1	When a user logs back on, they should be given the opportunity to resume where they left off	Non-Mandatory
	R7.40	It should be possible for a student to retake a quiz	1	The designated user should be able to define the number of retakes the student is allowed	Non-Mandatory
			2	The system should randomly select the questions for the retake quiz.	Non-Mandatory
	R7.41	There should be an ability to embed quiz questions within course content	1	It should be possible to have question built throughout the learning module so learners are required to answer questions during the learning not just at the end	Non-Mandatory
	R7.42	The system should be able to have evaluation marks entered relative to each training session (as appropriate)			Non-Mandatory
	R7.43	The system should track each users participation in the learning module (or training activity			Non-Mandatory
	R7.44	It should be possible to assign a due date associated to a learning activity	1	Must be completed by X date	Non-Mandatory
Reports & Reviews	R7.45	Designated users should be able to query the system for defined reports relative to the training program	1	Reports based on training session	Non-Mandatory
			2	Reports based on students	Non-Mandatory
			3	Reports based on instructors	Non-Mandatory
			4	Reports based on groups	Non-Mandatory
			5	Reports based on training course	Non-Mandatory
			6	Report based on dates	Non-Mandatory
			7	Reports based on training "completed to date" by groups and individuals	Non-Mandatory
			8	Reports based on training "in progress" by groups and individuals	Non-Mandatory
			9	Reports based on groups and individuals who have not started or completed training	Non-Mandatory

Section	Item	User Requirement		Definition/Test	Mandatory/ Non-Mandatory/ Desired
		TRAINING - PRECEPTOR			
General	R8.1	The system must allow for multiple business units to track training, performance and opportunities	1	Currently EMS and Communications business units utilize a percepting function. Fire would like to utilize it in the future	Non-Mandatory
	R8.2	The precepting program should assist in the evaluation of competencies in many settings.	1	Could be used in simulation, lab, clinical or field exercises	Non-Mandatory
	R8.3	The system must meet accreditation and precepting standards	1	WFPS currently utilizes the National Occupational Competency Profile for Paramedics (NOCP) as their curriculum blueprint. However, this is subject to change based on future organizational decisions.	Non-Mandatory
			2	This document is modified over time and therefore the system should be able to be configured to adopt to this document and its updates while being able to maintain a master competency list	Non-Mandatory
	R8.4	Should provide a tool that will allow tracking of student learning information	1	The goal is to be able to capture evaluation data for all students	Non-Mandatory
	R8.5	Should include the ability to track in classroom or lab learning			Non-Mandatory
	R8.6	Should include the ability to track lab learning			Non-Mandatory
	R8.7	Should include the ability to track field learning			Non-Mandatory
	R8.8	Should include the ability to track clinical learning			Non-Mandatory
	R8.9	Must allow access to the system by both internal (WFPS) and external users			Non-Mandatory
	R8.10	External users should have access via a web portal so something similar to reduce application management			Non-Mandatory
	R8.11	System must allow for definition of security for all users to ensure confidentiality			Non-Mandatory
	R8.12	To allow for capture of data elements from external resources, where there is no availability of electronic access to the system - a method should be available to take a document and import the data into the system	1	It should be possible to take a form filled out by an external resource and scan the data into defined fields in the database	Non-Mandatory
			2	As forms will change over time, it is necessary for the system administrator to modify the input fields.	Non-Mandatory
	R8.13	It must be possible to define a user's role based on each course	1	For example a user could be a student or a preceptor.	Non-Mandatory
	R8.14	Users shall be either internal or external users	1	Could be a WFPS employee	Non-Mandatory

Section	Item	User Requirement		Definition/Test	Mandatory/ Non-Mandatory/ Desired
		TRAINING - PRECEPTOR			
	R8.14		2	Could be a external student or preceptor	Non-Mandatory
	R8.15	Only active pick list values should be displayed in drop down lists			Non-Mandatory
Courses	R8.16	Designated Users should be able to define an unlimited number of courses			Non-Mandatory
	R8.17	It must be possible to define criteria to be met in a course	1	A criteria could be used for more than one course	Non-Mandatory
	R8.18	When a course is defined the system administrator must be able to define the criteria, competency and style to be evaluated	1	A pick list of active criteria must be presented to the user to select from	Non-Mandatory
	R8.19	When a course is added the designated user should be able to define the style of the evaluation	1	For example could be a number system or free form text or both	Non-Mandatory
	R8.20	When a criteria or competency is added to the system it should be possible to include "helpful" information (Help)			Non-Mandatory
	R8.21	The system should be able to add multiple competencies to a course at once			Non-Mandatory
	R8.22	Each course must have a defined group of students (users)			Non-Mandatory
	R8.23	It should be possible to mark a criteria as inactive	1	When a criteria is marked inactive it should not modify the historical data.	Non-Mandatory
			2	When a criteria is marked inactive it should no longer be displayed as an option in the criteria pick lists	Non-Mandatory
	R8.24	The system must allow for a reference to a competency based on the NOCP	1	WFPS would like to capture the reference to the NOCP competency number relevant to criteria. It should be noted that over time, the NOCP competencies are revised and updated. This must be reflected and captured in the history.	Non-Mandatory
	R8.25	It should be possible to manage the competency, criteria and style data elements without modifying historic data	1	For example where the NOCP reference changes	Non-Mandatory
	R8.26	Should contain the following data elements for evaluation records	1	Text = Competency reference number	Non-Mandatory
			2	Competency	Non-Mandatory
			3	Criteria	Non-Mandatory
			4	Preceptor Comments	Non-Mandatory
			5	Note for instructor	Non-Mandatory
			6	Help	Non-Mandatory

Section	Item	User Requirement		Definition/Test	Mandatory/ Non-Mandatory/ Desired
		TRAINING - PRECEPTOR			
			7	Note for Course administrator	Non-Mandatory
	R8.27	Data elements for evaluation records may be able to be displayed or not displayed to the user for each course	1	For example the competency reference may not be necessary	Desired
	R8.28	When a course is defined the system administrator should be able to define competencies for each Header Area	1	It should be possible to group criteria under a header For example: Area 1: Transportation 1. criteria 2. criteria	Non-Mandatory
	R8.29	Should be able to clone a course to use as a template for new course	1	When a course is cloned it should only include the criteria not any associated users	Non-Mandatory
	R8.30	The system should be able to add multiple competencies to a course at once			Non-Mandatory
	R8.31	It may be possible to define a class within a course			Desired
	R8.32	Within the class it may be possible to associate users with different roles	1	Roles would include things like student, preceptor, instructors	Desired
	R8.33	Classes may be associated to users and courses			Desired
Competency assessment	R8.34	Criteria must allow for a reference to a competency based on the NOCP	1	for each course criteria shall be assessed in a variety of ways.	Non-Mandatory
	R8.35	It must be possible to define the number of times a competency must be completed	1	Each competency must require a number of times to be performed and whether that is consecutive or cumulative.	Non-Mandatory
			2	It should also have a "display until" value which will define how long that criteria is displayed to the preceptor.	Non-Mandatory
			3	The displayed until value should be a number of times it has been performed and if it was consecutive and cumulative.	Non-Mandatory
Evaluation	R8.36	Users defined as preceptors for a specific course must be able to evaluate a student for each incident attended			Non-Mandatory
	R8.37	It should be possible for preceptors to review any and all past and current marks that they have given a student within the active course	1	It should not be possible for a preceptor to see marks given a student by another preceptor	Non-Mandatory
	R8.38	Users defined as instructors with permission for a specific course must be able to review student evaluations performed by preceptors			Non-Mandatory

		TRAINING - PRECEPTOR			
Section	**Item**	**User Requirement**		**Definition/Test**	**Mandatory/ Non-Mandatory/ Desired**
	R8.39	The system should allow for messaging	1	The system should allow 2-way direct messaging between the preceptors and the preceptor administrator	Non-Mandatory
			2	The system may not allow direct messaging communication between preceptors	Desired
	R8.40	When a users logs on, the system should have an automated prompt (from any terminal) informing users with a list of incidents that are incomplete	1	Users could include any role such as student, preceptor or instructor	Non-Mandatory
	R8.41	The system should maintain a history page that can be accessed for review after the incident has been complete	1	*The system should have the ability to track the number of times a competencies has been attempted by a specific student	Non-Mandatory
	R8.42	The system should be able to mark and capture multiple competencies for an incident			Non-Mandatory
	R8.43	The system should include an explanation field when deleting a student's mark			Non-Mandatory
	R8.44	The system may send a notification to the student and the preceptor when a mark is deleted			Desired
	R8.45	The system may have the ability to restore a deleted mark			Desired
	R8.46	The system should be able to display every mark a student has received			Non-Mandatory
	R8.47	The system should include visual icons when viewing the marks a student has received			Non-Mandatory
	R8.48	The system should include the number of opportunities attempted by a student			Non-Mandatory
	R8.49	The system may list all the incidents and marks given by a certain preceptor			Non-Mandatory
	R8.50	It should be possible for designated users to review other related data associated to the criteria evaluation	1	The system should include the option to go from the criteria evaluation details page directly to the CAD incident	Non-Mandatory
			2	The system should include the option to go from the EMS incident details page directly to the ePCR (care report)	Non-Mandatory
Scheduling	R8.51	The system may be able to identify "students" within the EMS roster (through a colour coded scheme)			Desired
	R8.52	The system may be able to book reoccurring tours in the EMS roster			Desired
Reports & Reviews		Designated users should be able to query the system for defined reports	1	Reports based on course	Non-Mandatory

		TRAINING - PRECEPTOR			Mandatory/ Non-Mandatory/ Desired
Section	**Item**	**User Requirement**		**Definition/Test**	**Desired**
	R8.53	relative to the precepting program	2	Reports based on students	Non-Mandatory
			3	Reports based on instructors	Non-Mandatory
			4	Reports based on preceptors	Non-Mandatory
			5	Reports based on competency	Non-Mandatory
			6	Report based on final competency attain	Non-Mandatory

Section	Item	User Requirement		Definition/Test	Mandatory/ Non-Mandatory/ Desired
		PUBLIC EDUCATION			
General	R9.1	Should be able to link file, images, or other attachments to a record	1	attachments to be stored on WFPS designated network	Non-Mandatory
Public Education	R9.2	The system must be capable of tracking public education events			Mandatory
	R9.3	The user should be able to schedule the public education event in advance			Non-Mandatory
	R9.4	The user should be able to identify all WFPS personnel that will be participating in the public education event			Non-Mandatory
	R9.5	The system should allow for the tracking of the Station, Shift (Platoon) and/or Unit that is participating in the public education event			Non-Mandatory
	R9.6	The user should be able to identify the type of public safety event that will be taking place			Non-Mandatory
	R9.7	There should be a visual indication as to whether or not the personnel are in service or out of service at the time of the event			Non-Mandatory
	R9.8	A designated user should be able to modify the list of public education event types			Non-Mandatory
	R9.9	The system may have a method for identifying whether a public education event is being performed by a Pub Ed officer, Operations staff, or other resources such as HR or summer students			Desired
	R9.10	Each public education session should allow the user to track the planned duration and the actual duration			Non-Mandatory
	R9.11	The system should allow for the tracking the number and classification of attendees, for examples: (should be modifiable)	1	Preschool	Non-Mandatory
			2	Children	Non-Mandatory
			3	Teens	Non-Mandatory
			4	Adults	Non-Mandatory
			5	Seniors	Non-Mandatory
	R9.12	The system should have a method for identifying where the public education event is taking place, for examples: (should be modifiable)	1	Daycare	Non-Mandatory
			2	School	Non-Mandatory
			3	Business	Non-Mandatory
			4	Assembly	Non-Mandatory
			5	Institution	Non-Mandatory
			6	Residential	Non-Mandatory

Section	Item	User Requirement		Definition/Test	Mandatory/ Non-Mandatory/ Desired
		PUBLIC EDUCATION			
			7	Industrial	Non-Mandatory
			8	Mercantile	Non-Mandatory
	R9.13	The user should have the ability to identify any handouts or reading materials that were provided to the attendees of the event along with the quantity of the handouts			Non-Mandatory
	R9.14	There should be a mechanism for the user to add comments/remarks regarding the public education event			Non-Mandatory
	R9.15	The user should be able to document the organization that requested the public education event along with a contact name and phone number			Non-Mandatory
	R9.16	The system should have a way for a user to query for scheduled events they are scheduled to participate in			Non-Mandatory
	R9.17	If possible, the system may send a notification to a user when they have been scheduled to participate in a public education event			Desired
	R9.18	May be possible to link a Public Education event to an individual property record.			Desired
Youth Fire Setters	R9.19	The system should have a method for capturing data related to Youth Fire Setters			Non-Mandatory
	R9.20	The user should be able to document pertinent information about the youth for examples: (should be modifiable)	1	Last Name	Non-Mandatory
			2	First Name	Non-Mandatory
			3	Date of Birth	Non-Mandatory
			4	Address	Non-Mandatory
			5	Phone Number	Non-Mandatory
			6	Gender	Non-Mandatory
	R9.21	The system should provide a method for searching for previous Youth Fire Setter records based on subject information	1	Last Name	Non-Mandatory
			2	First Name	Non-Mandatory
			3	Address	Desired
			4	Guardian	Desired
	R9.22	The system should provide a method for searching for previous Youth Fire Setter records entered by users	1	By officer	Non-Mandatory
			2	By date range	Non-Mandatory
	R9.23	The system should provide a method for tracking parent/guardian information for the youth	1	Should include name, contact phone number(s), relationship	Non-Mandatory

Section	Item	User Requirement		Definition/Test	Mandatory/ Non-Mandatory/ Desired
		PUBLIC EDUCATION			
	R9.24	There should be a way for the user to enter multiple interactions/incidents with the youth			Non-Mandatory
	R9.25	The system must provide a mechanism for tracking what actions were taken and the details of that action.	1	Education - what education was provided?	Mandatory
			2	Referral - which agency was the family referred to?	Mandatory
	R9.26	The user must be able to add notes to the youth incident file in free-form text			Mandatory
	R9.27	For each Youth Fire Setter record, there must be a section to capture incident details including (but not limited to):	1	Date of incident	Mandatory
			2	CAD incident number (if exists)	Desired
			3	Interviewer (Officer)	Mandatory
			4	Status of Interview	Mandatory
			5	Interview date	Mandatory
			6	Interview details	Mandatory
			7	Follow up details	Mandatory
			8	Closing/Final Remarks and Disposition	Mandatory
	R9.28	Should be able to mark youth incidents records as private and restrict access to information			Non-Mandatory

Section	Item	User Requirement		Definition/Test	Mandatory/ Non-Mandatory/ Desired
INTERFACES					
CAD	R10.1	The RMS system must be capable of maintaining a 2-way near time interface with the CAD system			Mandatory
	R10.2	The interface must allow for automatic importing/exporting of data based upon pre-defined business rules.			Mandatory
	R10.3	The interface should allow for manual exporting of data to the CAD when requested by an end user.			Non-Mandatory
	R10.4	Incoming data from the CAD system must include (but not be limited to):	1	Incident address	Mandatory
			2	Building name	Mandatory
			3	Initial incident type	Mandatory
			4	Final incident type	Desired
			5	Responding units	Mandatory
			6	Unit status information	Mandatory
			7	Incident Attendees	Mandatory
			8	Dispatcher notes	Mandatory
			9	Caller information (name, phone number,	Mandatory
			10	Call source	Mandatory
			11	First-In Zone	Mandatory
			12	TAC Channel	Mandatory
			13	Event Number	Mandatory
			14	Incident Benchmarks	Mandatory
			15	Non-incident related information as it relates to unit history	Non-Mandatory
	R10.5	Outgoing data from the RMS to the CAD system should include property-related information such as:	1	Property name	Non-Mandatory
			2	Property alias names	Non-Mandatory
			3	Physical property information (i.e. construction type, number of floors etc.)	Non-Mandatory
			4	Hazards/Special instructions	Non-Mandatory
			5	HazMat information	Non-Mandatory
			6	Property contacts	Non-Mandatory
	R10.6	Outgoing data from the RMS to the CAD system should include the property-related information listed above for any exact address match as well as any related properties			Non-Mandatory
	R10.7	It should be possible for the system administrator to define the data elements that will be exported to the CAD system			Non-Mandatory

		INTERFACES			Mandatory/ Non-Mandatory/ Desired
Section	**Item**	**User Requirement**		**Definition/Test**	
	R10.8	It should be possible for the system administrator to define the information that will be imported from the CAD system to the RMS system	1	The administrator should be able to define where each data element from the CAD system will be stored in the RMS	Non-Mandatory
Municipal Property System	R10.9	The RMS system should be capable of receiving data from a municipal or regional property database. This should include (but not be limited to):	1	Property address	Non-Mandatory
			2	Property name	Non-Mandatory
			3	Property class	Non-Mandatory
			4	Property linkages (i.e. when a Starbucks is inside of a grocery store)	Non-Mandatory
			5	Property references	Desired
			6	Associated business licenses	Desired
			7	Construction information (i.e. roof truss type, wall construction)	Desired
			8	Levels above grade	Desired
			9	Levels below grade	Desired
	R10.10	It may be possible for the system administrator to define the information that will be imported from the property database to the RMS system	1	The administrator may be able to define where each data element from the property database will be stored in the RMS	Desired
Zoll	R10.11	The system may be capable of maintaining a one-way interface between the Zoll ePCR system and the RMS	1	The administrator may be able to define where each data element from the ePCR system will be stored in the RMS	Desired
Staffing System	R10.12	The system should be capable of maintaining a one-way interface between the Staffing system and the RMS. This should include (but not be limited to):	1	First Name	Non-Mandatory
			2	Last Name	Non-Mandatory
			3	Common Name	Non-Mandatory
			4	Rank	Non-Mandatory
			5	Shift	Non-Mandatory
			6	Assignment	Non-Mandatory
	R10.13	It should be possible for the system administrator to define the information that will be imported from the staffing system to the RMS system	1	The administrator should be able to define where each data element from the staffing system will be stored in the RMS	Non-Mandatory
Pre-Incident Planning	R10.14	The system may be capable of a one-way interface with the Pre-Incident Plan program already procured by WFPS (First Look Pro)			Desired
		Data transferred from the RMS to the First Look Pro application may include (but not be limited to):	1	Property address	Desired
			2	Property name	Desired
			3	Property class	Desired

			INTERFACES			
Section	**Item**	**User Requirement**			**Definition/Test**	**Mandatory/ Non-Mandatory/ Desired**
	R10.15		4		Property linkages (i.e. when a Starbucks is inside of a grocery store)	Desired
			5		Property references	Desired
			6		Associated business licenses	Desired
			7		Construction information (i.e. roof truss type, wall construction)	Desired
			8		Levels above grade	Desired
			9		Levels below grade	Desired
PeopleSoft	R10.16	It should be possible for the RMS system to receive Personnel information from PeopleSoft	1		Basic personnel data	Non-Mandatory
First Watch	R10.17	It must be possible to interface with the proprietary First Watch application.	1		This application will sync the RMS data with the First Watch application	Mandatory
General Dynamics			1		It should be possible to identify the data to be transferred in the interface from several of the modules including incidents, and inspections. For example, certain Motor Vehicle incidents, Interfacility transfers, re-inspections, permits.	Non-Mandatory
	R10.18	It should be possible to interface with the department's financial system. They currently utilize General Dynamics. In the future they intend to migrate to PeopleSoft.	2		It should be possible to QA (confirm) data before it is sent to the interface. This would allow a designated user to ensure correct and complete information is being transferred.	Non-Mandatory

Section	Item	User Requirement		Definition/Test	Mandatory/ Non-Mandatory/ Desired
		TECHNICAL			
Technical	R11.1	The RMS must operate on a standard industry-recognized operating system	1	Examples of this would be Windows,	Mandatory
	R11.2	The RMS database must be on a standard industry-based database	1	Examples of this would be Oracle, MSSQL Preferred DB is MSSQL	Mandatory
	R11.3	The vendor must allow for annual upgrades of OS and DB	1	The vendor must allow for annual upgrades of OS and DB	Mandatory
	R11.4	For the purposes of upgrades, failovers and business continuity planning the RMS system should allow for either data replication or journaling to a secondary server	1	For the purposes of upgrades, failovers and business continuity planning the RMS system should allow for either data replication or journaling to a secondary server	Non-Mandatory
	R11.5	The RMS should have the ability to journal or replicate the data on an alternate site or source for data mining	1	The RMS should have the ability to journal or replicate the data on an alternate site or source for data mining	Non-Mandatory
	R11.6	System backups must not negatively impact system performance	1	System backups must not negatively impact system performance	Mandatory
	R11.7	The system may be capable of ODBC compatibility	1	The system may be capable of ODBC compatibility	Desired
	R11.8	Customized Alerts and reports	1	Should be able to provide multi alarm notifications system health notification (server failure notification), out of service reports, daily summary reports, and others to be defined.	Non-Mandatory
			2	Should be able to send these reports by emails, paging, or other notification method to be determined. Should be possible for the system administrator to define individuals or groups of individuals to receive this information.	Non-Mandatory
	R11.9	RMS vendor should provide application health status alerts to facilitate SNMP monitoring or similar technology.	1	RMS vendor should provide application health status alerts to facilitate SNMP monitoring or similar technology.	Non-Mandatory
	R11.10	The system should support importing and exporting in XML	1	The system should support importing and exporting in XML	Non-Mandatory
	R11.11	The vendor may provide the source code, with annual updates	1	The vendor may provide the source code, with annual updates	Desired
	R11.12	The vendor must provide the database schema, with annual updates	1	The vendor must provide the database schema, with annual updates	Mandatory
	R11.13	The vendor must provide the database dictionary	1	The vendor must provide the database dictionary	Mandatory
	R11.14	The vendor must provide detailed system administration documentation	1	The vendor must provide detailed system administration documentation	Mandatory
	R11.15	The vendor must provide system administration training	1	The vendor must provide system administration training	Mandatory

Section	Item	User Requirement		Definition/Test	Mandatory/ Non-Mandatory/ Desired
		TECHNICAL			
	R11.16	The vendor must provide functional documentation	1	The vendor must provide functional documentation	Mandatory
	R11.17	The vendor must provide functional test plans and test scripts	1	The vendor must provide functional test plans and test scripts	Mandatory
	R11.18	The vendor may provide load test scripts	1	Load simulation and timing mechanisms	Desired
	R11.19	The vendor must provide a system architecture diagram	1	The vendor must provide a system architecture diagram	Mandatory
	R11.20	The vendor should provide a multiple environment test environment	1	There should be at least the following database environments required - Production (LIVE), training and development	Non-Mandatory
	R11.21	The vendor should provide sync scripts	1	The vendor should provide sync scripts	Non-Mandatory
	R11.22	The vendor may provide a proven methodology for source code management of configuration	1	The vendor may provide a proven methodology for source code management of configuration	Desired
	R11.23	The vendor may provide a method of propagating mobile workstations and client desktops	1	The vendor may provide a method of propagating mobile workstations and client desktops	Desired
	R11.24	Cancelling hung processes	1	The RMS team may have the ability and access to kill hung processes	Desired
			2	The user may have the ability to stop a query in the event that the query was too large or incorrect and could hang the system	Desired
	R11.25	Database backup	1	The RMS must provide the ability for on line/hot backups of the database without impairing system operation	Mandatory
	R11.26	Failover capability	1	The RMS must have the ability to fail over to another server/system	Mandatory
	R11.27	The system must support current industry standard infrastructure formats	1	The system must be capable of operating in a Virtual Machine environment	Mandatory
			2	Virtual Machine environment includes database servers, interface or application servers and dispatch workstations	Mandatory
	R11.28	It should be possible to allow access to the system remotely through a secure connection	1	Via remote desktop services through VPN or some other secure method	Non-Mandatory

		CORPORATE			Mandatory/ Non-Mandatory/ Desired
Section	**Item**	**User Requirement**		**Definition/Test**	
Corporate General	R12.1	Vendor solution is currently installed in departments of similar size and number of users	1	Vendor should be able to provide references	Non-Mandatory
	R12.2	Vendor must support/work with standard vendors for various interfaces including CAD and PeopleSoft solutions			Mandatory
	R12.3	Vendor must offer annual maintenance packages			Mandatory
	R12.4	Vendor must provide a warranty for the product/solution			Mandatory
	R12.5	Vendor should offer an extended warranty			Non-Mandatory
	R12.6	Vendor may support/provide a user conference	1	Vendor may support/provide a user conference	Desired
	R12.7	Vendor may support/provide a Canadian user conference	1	Vendor may support/provide a Canadian user conference	Desired
	R12.8	Vendor may support a regional user conference	1	Vendor may support a regional user conference	Desired
Product Documentation	R12.9	The vendor should provide a system database schema			Non-Mandatory
	R12.10	The vendor should be able to describe the different services and levels of support that are available			Non-Mandatory
	R12.11	The vendor should provide product release notes for the version of the software being recommended for use at the time of system implementation			Non-Mandatory
	R12.12	System documentation should include both user guides and system administrator guides			Non-Mandatory
	R12.13	The vendor may provide system test plans	1	User Acceptance Test Plan	Desired
			2	Regression Test Plan	Desired
Client Support	R12.14	The vendor should provide technical assistance with the configuration of the system			Non-Mandatory
	R12.15	The vendor should provide technical assistance with the implementation of the system			Non-Mandatory
	R12.16	A predefined process and associated expected timelines for trouble resolution may be provided			Desired
	R12.17	The vendor must be able to provide a process for system upgrades			Mandatory
	R12.18	System solution should be subject to an internal (vendor) QA process			Non-Mandatory
	R12.19	The vendor must provide software configuration training to identified super users			Mandatory
	R12.20	The vendor may provide user-level training in a train-the-trainer format			Desired

		CORPORATE			Mandatory/ Non-Mandatory/ Desired
Section	**Item**	**User Requirement**		**Definition/Test**	**Desired**
	R12.21	The vendor should provide implementation and project support			Non-Mandatory
	R12.22	Vendor must provide 7/24/365 support	1	The vendor must provide an agreed service level agreement	Mandatory
			2	The vendor must provide a response within a certain time frame to calls for assistance	Mandatory
			3	The response time must be based on the priority of the request	Mandatory
			4	The vendor should provide first, second and third level support	Non-Mandatory
			5	The vendor should provide a web-based knowledge bank;	Non-Mandatory
			6	Users may be able to post information/issues to the web-based bank	Desired
	R12.23	The vendor may provide a file transfer site;			Desired
	R12.24	Vendor should track and monitor customer submitted bugs	1	Tracks, monitors bugs and provides feedback to the customer	Non-Mandatory
	R12.25	Vendor should provide a single point of contact	1	The vendor should provide a single point of contact for customer support This should include a single project manager	Non-Mandatory
User Base	R12.26	Vendor is currently installed with a number of users and anticipated call volume	1	Refer to the Assumptions worksheet for details	Mandatory

Glossary

Word	Description
Mandatory	Features must be included for the system to function. Critical to business needs and processes.
Required	Features should be included but the system can function without them. Business needs and processes can be managed through other functions within the system or process.
Desired	Features are nice to have but are not needed for the system to function. Business needs and processes do not require this function at this time for the system to be functional. For example, it could be an enhancement the agency is considering implementing in the future.
Event	Most CAD systems refer to an event as a request for service. Client refers to an event as a planned occurrence. Examples include a prescribed burn, avalanche control, archaeological dig, visitor experience tour, and Law Enforcement investigation. In this manner the terms are interchangeable.
Incident	For most CAD vendors an incident can also refer a request for service. Client refers to an unplanned occurrence. Examples include a cultural resource violation, spontaneously started forest fire, lost person, and wildlife-human encounter. In this manner the term is
Unit	Unit is the equivalent to a call sign. A unit in CAD captures all components associated to call sign such as agency, call sign identifier, personnel, vehicle, unit type, attributes, etc.
System Administrator	The person or persons who are responsible for maintaining the application and/or system infrastructure.
Designated Users for Precepting	"Precepting admin, and instructors with permissions relative to the preceptor program"
Dispatcher	Includes the roles of Call taking and dispatching. Although there could be several people on duty at any time in the dispatch centre, client dispatch centres operate in a vertical call handling model where the person taking the call could also be the dispatcher if required.
IFT	Inter-facility Transfer
Criteria	Number of times to demonstrate cumulative vs consecutive and the marks associated with.
Style	Style of evaluation is the type of evaluation - for example checklist or narrative or number or letter
User	Is a person who is added to the system and may or may not have direct access to the system (sign on)
Competency	Job task to be performed and evaluated based on the National Occupational Competency Profile for Paramedics
Class	Also known as cohort. Is a group users who are assigned roles within the class. These roles would be things like Student, instructor, preceptor (see roles)
NOCP	National Occupational Competency Profile for Paramedics
NFPA	National Fire Protection Associations
CECBEMS	Continuing Education Coordinating Board for Emergency Medical Services
Report	A report is the results of a query or view that can be exported or printed from the application based on a predefined format or template.
Query	A query is a request for information based on a specified set of criteria. The results of a query are displayed within the application with the option to export to a application (e.g. Excel, Word, etc.) or produce a report based on a standard format.
View	A view is a formatted way of looking at data within the application. A view can be the results of a query with the option to produce a report.
Training Record	List of training taken
Program	Group of lessons
Lesson	Individual topic
Certification	group of programs
training session	A learning activity which could include programs, lessons or certification requirements