

| GENERAL | | | | | |
|----------------|-------------|--|---|--|---|
| Section | Item | User Requirement | | Definition/Test | Mandatory/ Non- Mandatory/ Desired |
| General | L1.1 | The system must be capable of tracking training records | | | Mandatory |
| | L1.2 | 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 |
| | L1.3 | 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 |
| | L1.4 | The system should be capable of maintaining historic data | | | Non-Mandatory |
| | L1.5 | The system must be capable of searching data | 1 | Searchable by student, instructor, certification, program, lesson, date, expiry, reg # | Mandatory |
| | L1.6 | The system must be capable of printing a report of searchable data by each criteria | | | Mandatory |
| | L1.7 | Not all courses are managed internally. It should be possible to track training sessions provided by an external resource | | | Non-Mandatory |
| | L1.8 | 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 |
| | L1.9 | It may be possible to upload pre-package content purchased by WFPS | 1 | Could be multimedia content or PowerPoint or pdfs | Desired |
| | L1.10 | 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 |
| | L1.11 | The designated user may be able to define time periods for reminder notifications associated to due dates and expiring certifications | | | Desired |
| | L1.12 | 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 |
| | | The system should support the manual or automated extract of data in formats that are usable for all standard applications including, but | 1 | .csv | Non-Mandatory |
| | | | 2 | .html | Non-Mandatory |

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| | L1.13 | not limited to: | 3 | .xml | Non-Mandatory | |
| | | | 4 | .rtf | Non-Mandatory | |
| | | | 5 | .doc | Non-Mandatory | |
| | L1.14 | The system must support the automated export of information based on triggers which are to be defined by the system administrator | | | | Mandatory |
| | L1.15 | 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 | |
| | L1.16 | 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 | Mandatory | |
| | L1.17 | The system should be accessible through a web-based interface | | | | Non-Mandatory |
| | L1.18 | There should be a mechanism for attaching internal and externally available documents and images to records within the system | | | | Non-Mandatory |
| Configuration | L1.19 | The designated user(s) must be able to set up training programs | | | Mandatory | |
| | L1.20 | The system administrator must be able to set up training lessons | | | Mandatory | |
| | L1.21 | The system administrator should be able to link lessons to programs | | | Non-Mandatory | |
| | L1.22 | 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 | |
| | L1.23 | When a user participates in a training session, data must be linked to their personnel record | | Link records must include security required to maintain confidentiality | Mandatory | |
| | L1.24 | Each training session may have the option to include the expected duration and the actual duration | | | Desired | |
| | L1.25 | It should be possible to schedule training sessions in advance using a shift calendar system | | | Non-Mandatory | |
| | L1.26 | 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 | |

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| | L1.27 | When scheduling a training session, the user should be able to identify who the trainees will be | | Non-Mandatory |
| | L1.28 | 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 |
| | L1.29 | Notification may be sent to the trainees that a training session has been scheduled | 1 Notifications would ideally be done through standard emails | Desired |
| | L1.30 | When scheduling a training session, it should be possible book the following: | 1 Training rooms/locations | Non-Mandatory |
| | | | 2 Training equipment | Non-Mandatory |
| | | | 3 Apparatus | Non-Mandatory |
| | L1.31 | 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 |
| | L1.32 | 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 |
| | L1.33 | 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 |
| Certifications | L1.34 | The system may allow for an option to have certifications to be automatically assigned when all criteria is met | | Desired |
| | L1.35 | The system may allow for certifications to be expired based on pre-defined criteria | | Desired |
| | L1.36 | Certifications may be able to be expired based on one or more lessons requiring re-training | | Desired |
| | L1.37 | 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 |

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| | L1.38 | 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 | L1.39 | it should be possible to maintain a bank of questions relative to a training session or group of sessions. | | | Non-Mandatory |
| | L1.40 | 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 |
| | L1.41 | The designated user should be able to define the required minimum score (evaluation mark) | | | Non-Mandatory |
| | L1.42 | 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 |
| | L1.43 | 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 |
| | L1.44 | 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 |
| | L1.45 | 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 |
| L1.46 | 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 | |

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| | L1.47 | 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 |
| | L1.48 | The system should be able to have evaluation marks entered relative to each training session (as appropriate) | | | Non-Mandatory |
| | L1.49 | The system should track each users participation in the learning module (or training activity) | | | Non-Mandatory |
| | L1.50 | 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 | L1.51 | 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 |
| Security | L1.52 | 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 |
| | L1.53 | 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 |
| | L1.54 | The system administrator must be able to add users to each security group as required | | | Mandatory |
| | L1.55 | 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 |

| TRAINING - PRECEPTOR | | | | | |
|-----------------------------|--|--|---|--|--|
| Section | Item | User Requirement | | Definition/Test | Mandatory/ Non-Mandatory/ Desired |
| General | L2.1 | The system should allow for multiple business units to track training, performance and opportunities | 1 | Currently EMS and Communications business units utilize a precepting function. Fire would like to utilize it in the future | Non-Mandatory |
| | L2.2 | 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 |
| | L2.3 | The system should 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 |
| | L2.4 | 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 |
| | L2.5 | Should include the ability to track in classroom or lab learning | | | Non-Mandatory |
| | L2.6 | Should include the ability to track lab learning | | | Non-Mandatory |
| | L2.7 | Should include the ability to track field learning | | | Non-Mandatory |
| | L2.8 | Should include the ability to track clinical learning | | | Non-Mandatory |
| | L2.9 | Should allow access to the system by both internal (WFPS) and external users | | | Non-Mandatory |
| | L2.10 | External users should have access via a web portal so something similar to reduce application management | | | Non-Mandatory |
| | L2.11 | System should allow for definition of security for all users to ensure confidentiality | | | Non-Mandatory |
| | L2.12 | 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 |
| L2.13 | It should 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 | |
| L2.14 | Users should be either internal or external users | 1 | Could be a WFPS employee | Non-Mandatory | |

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| | L2.14 | | 2 | Could be a external student or preceptor | Non-Mandatory |
| | L2.15 | Only active pick list values should be displayed in drop down lists | | | Non-Mandatory |
| Courses | L2.16 | Designated Users should be able to define an unlimited number of courses | | | Non-Mandatory |
| | L2.17 | It should be possible to define criteria to be met in a course | 1 | A criteria could be used for more than one course | Non-Mandatory |
| | L2.18 | When a course is defined the system administrator should 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 |
| | L2.19 | 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 |
| | L2.20 | When a criteria or competency is added to the system it should be possible to include "helpful" information (Help) | | | Non-Mandatory |
| | L2.21 | The system should be able to add multiple competencies to a course at once | | | Non-Mandatory |
| | L2.22 | Each course should have a defined group of students (users) | | | Non-Mandatory |
| | L2.23 | 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 |
| | L2.24 | The system should 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 |
| | L2.25 | 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 |
| | L2.26 | 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 | |

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| | | | 6 | Help | Non-Mandatory | |
| | | | 7 | Note for Course administrator | Non-Mandatory | |
| | L2.27 | 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 |
| | L2.28 | 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 |
| | L2.29 | 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 |
| | L2.30 | The system should be able to add multiple competencies to a course at once | | | | Non-Mandatory |
| | L2.31 | It may be possible to define a class within a course | | | | Desired |
| | L2.32 | Within the class it may be possible to associate users with different roles | 1 | | Roles would include things like student, preceptor, instructors | Desired |
| | L2.33 | Classes may be associated to users and courses | | | | Desired |
| | Competency assessment | L2.34 | Criteria should allow for a reference to a competency based on the NOCP | 1 | | for each course a criteria shall be assessed in a variety of ways. |
| L2.35 | | It should 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 | L2.36 | Users defined as preceptors for a specific course should be able to evaluate a student for each incident attended | | | | Non-Mandatory |
| | L2.37 | 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 |

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| | L2.38 | Users defined as instructors with permission for a specific course should be able to review student evaluations performed by preceptors | | Non-Mandatory |
| | L2.39 | 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 |
| | L2.40 | 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 |
| | L2.41 | 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 |
| | L2.42 | The system should be able to mark and capture multiple competencies for an incident | | Non-Mandatory |
| | L2.43 | The system should include an explanation field when deleting a student's mark | | Non-Mandatory |
| | L2.44 | The system may send a notification to the student and the preceptor when a mark is deleted | | Desired |
| | L2.45 | The system may have the ability to restore a deleted mark | | Desired |
| | L2.46 | The system should be able to display every mark a student has received | | Non-Mandatory |
| | L2.47 | The system should include visual icons when viewing the marks a student has received | | Non-Mandatory |
| | L2.48 | The system should include the number of opportunities attempted by a student | | Non-Mandatory |
| | L2.49 | The system should list all the incidents and marks given by a certain preceptor | | Non-Mandatory |
| | L2.50 | 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 |

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| Scheduling | L2.51 | The system may be able to identify "students" within the EMS roster (through a colour coded scheme) | | | Desired |
| | L2.52 | The system may be able to book reoccurring tours in the EMS roster | | | Desired |
| Reports & Reviews | L2.53 | Designated users should be able to query the system for defined reports relative to the precepting program | 1 | Reports based on course | Non-Mandatory |
| | | | 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 |

| TECHNICAL | | | | | |
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| Technical | L3.1 | The system must operate on a standard industry-recognized operating system | 1 | Examples of this would be Windows, | Mandatory |
| | L3.2 | The system database must be on a standard industry-based database | 1 | Examples of this would be Oracle, MSSQL Preferred DB is MSSQL | Mandatory |
| | L3.3 | The vendor must allow for annual upgrades of OS and DB | 1 | The vendor must allow for annual upgrades of OS and DB | Mandatory |
| | L3.4 | For the purposes of upgrades, failovers and business continuity planning the 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 system should allow for either data replication or journaling to a secondary server | Non-Mandatory |
| | L3.5 | The system should have the ability to journal or replicate the data on an alternate site or source for data mining | 1 | The system should have the ability to journal or replicate the data on an alternate site or source for data mining | Non-Mandatory |
| | L3.6 | System backups must not negatively impact system performance | 1 | System backups must not negatively impact system performance | Mandatory |
| | L3.7 | The system may be capable of ODBC compatibility | 1 | The system may be capable of ODBC compatibility | Desired |
| | L3.8 | 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 |
| | L3.9 | system vendor should provide application health status alerts to facilitate SNMP monitoring or similar technology. | 1 | system vendor should provide application health status alerts to facilitate SNMP monitoring or similar technology. | Non-Mandatory |
| | L3.10 | The system should support importing and exporting in XML | 1 | The system should support importing and exporting in XML | Non-Mandatory |
| | L3.11 | The vendor may provide the source code, with annual updates | 1 | The vendor may provide the source code, with annual updates | Desired |
| | L3.12 | The vendor must provide the database schema, with annual updates | 1 | The vendor must provide the database schema, with annual updates | Mandatory |
| | L3.13 | The vendor must provide the database dictionary | 1 | The vendor must provide the database dictionary | Mandatory |
| | L3.14 | The vendor must provide detailed system administration documentation | 1 | The vendor must provide detailed system administration documentation | Mandatory |
| L3.15 | The vendor must provide system administration training | 1 | The vendor must provide system administration training | Mandatory | |

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| | L3.16 | The vendor must provide functional documentation | 1 | The vendor must provide functional documentation | Mandatory |
| | L3.17 | The vendor must provide functional test plans and test scripts | 1 | The vendor must provide functional test plans and test scripts | Mandatory |
| | L3.18 | The vendor may provide load test scripts | 1 | Load simulation and timing mechanisms | Desired |
| | L3.19 | The vendor must provide a system architecture diagram | 1 | The vendor must provide a system architecture diagram | Mandatory |
| | L3.20 | 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 |
| | L3.21 | The vendor should provide sync scripts | 1 | The vendor should provide sync scripts | Non-Mandatory |
| | L3.22 | 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 |
| | L3.23 | 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 |
| | L3.24 | Cancelling hung processes | 1 | The system 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 |
| | L3.25 | Database backup | 1 | The system must provide the ability for on line/hot backups of the database without impairing system operation | Mandatory |
| | L3.26 | Failover capability | 1 | The system must have the ability to fail over to another server/system | Mandatory |
| | L3.27 | 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 |
| | L3.28 | 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 | | | | | |
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| Corporate General | L4.1 | Vendor solution is currently installed in departments of similar size and number of users | 1 | Vendor should be able to provide references | Non-Mandatory |
| | L4.2 | Vendor must support/work with standard vendors for various interfaces including CAD and PeopleSoft solutions | | | Mandatory |
| | L4.3 | Vendor must offer annual maintenance packages | | | Mandatory |
| | L4.4 | Vendor must provide a warranty for the product/solution | | | Mandatory |
| | L4.5 | Vendor should offer an extended warranty | | | Non-Mandatory |
| | L4.6 | Vendor may support/provide a user conference | 1 | Vendor may support/provide a user conference | Desired |
| | L4.7 | Vendor may support/provide a Canadian user conference | 1 | Vendor may support/provide a Canadian user conference | Desired |
| | L4.8 | Vendor may support a regional user conference | 1 | Vendor may support a regional user conference | Desired |
| Product Documentation | L4.9 | The vendor should provide a system database schema | | | Non-Mandatory |
| | L4.10 | The vendor should be able to describe the different services and levels of support that are available | | | Non-Mandatory |
| | L4.11 | 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 |
| | L4.12 | System documentation should include both user guides and system administrator guides | | | Non-Mandatory |
| | L4.13 | The vendor may provide system test plans | 1 | User Acceptance Test Plan | Desired |
| | | | 2 | Regression Test Plan | Desired |
| Client Support | L4.14 | The vendor should provide technical assistance with the configuration of the system | | | Non-Mandatory |
| | L4.15 | The vendor should provide technical assistance with the implementation of the system | | | Non-Mandatory |
| | L4.16 | A predefined process and associated expected timelines for trouble resolution may be provided | | | Desired |
| | L4.17 | The vendor must be able to provide a process for system upgrades | | | Mandatory |
| | L4.18 | System solution should be subject to an internal (vendor) QA process | | | Non-Mandatory |
| | L4.19 | The vendor must provide software configuration training to identified super users | | | Mandatory |
| | L4.20 | The vendor may provide user-level training in a train-the-trainer format | | | Desired |

| CORPORATE | | | | | |
|------------------|-------------|--|---|--|---|
| Section | Item | User Requirement | | Definition/Test | Mandatory/ Non- Mandatory/ Desired |
| | L4.21 | The vendor should provide implementation and project support | | | Non-Mandatory |
| | L4.22 | 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 |
| | L4.23 | The vendor may provide a file transfer site; | | | Desired |
| | L4.24 | Vendor should track and monitor customer submitted bugs | 1 | Tracks, monitors bugs and provides feedback to the customer | Non-Mandatory |
| | L4.25 | 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 | L4.26 | 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 | 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 interchangeable with an event when used in reference to CAD. |
| 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. |

Glossary

| Word | Description |
|------------------|---|
| 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 |