

# Fire Service Technology Implementation Checklist



## Phase 1

### Pre-Implementation

#### ***Operational Fit***

- Confirm the technology will work effectively in the field.

#### ***Policy Alignment***

- Verify compliance with existing Standard Operating Procedures (SOPs).

#### ***Data Ownership***

- Establish clear governance and access for system data.

#### ***Training Expectations***

- Define the scope and measurable goals for crew instruction.

## Phase 2

### Early Post-Implementation (0-90 Days)

#### ***Are users actually using the system?***

- Spend ample time visiting with the system users as the system goes live.

#### ***Where are friction points?***

- Identify common hangups that can be resolved through communication, targeted training, or configuration changes.

#### ***What initial assumptions were incorrect?***

- Are the users struggling more than expected?
- Is the system providing the intended outputs?

*Note: Ignoring this time window allows poor workflows to become institutionalized habits.*

## Operational Integration (3-12 Months)

### ***Data Consistency***

- Compare current system data to previous systems and initial expectations.

### ***Report Reliability***

- Ensure system reports are dependable, which relies on solid data and user adoption.

### ***Workflow Alignment***

- Verify the system integrates with SOPs and reduces operational workload.

### ***Legal Defensibility***

- Confirm data and reports are reliable for decision-making and legal proceedings.

## Long-Term Sustainment (Annual Review)

### ***Configuration Updates***

- Review all configurations and customizations made during the year.
- Assess success and identify any further configuration updates needed.

### ***Training Refresh***

- Review data to pinpoint workflow issues resolvable with targeted training.
- Ensure users have readily available support and reference materials.

### ***Vendor Alignment***

- Meet with your vendor to review the initial project objectives and their status.
- Determine if additional support or vendor-side enhancements are required.
- Ask your vendor: Do you do quarterly business reviews? (QBR's)

### ***Performance Review***

- Deploy a user survey to assess technology performance from the crew's perspective.
- Use feedback to identify potential configuration, training, or process improvements.