

Montgomery County Fire and Rescue Service

FIRE CHIEF'S GENERAL ORDER

NUMBER: 21-02

February 11, 2021

TO: All MCFRS Personnel

FROM: Fire Chief Scott E. Goldstein



SUBJECT: MCFRS Technology Services & Request System (TSR)

This FCGO rescinds and replaces FCGO 14-12 – “MCFRS Telecommunications Service”

The process below is provided to all MCFRS personnel regarding the purchasing, service, repair, replacement, assignment, and management of all MCFRS Technology, Software and Equipment, including, however not limited to the following:

- Email Services
- Data Requests
- Client & Web Based Software
- Website Changes (inc: Quicklinks, & Tech Training)
- Telestaff System & Hardware
- CAD System & Hardware
- RMS System & Hardware
- ePCR System & Hardware
- Telecomm Services & Hardware
- Technology Hardware (all computing hardware)
- Arbitrator Cameras
- Fire Station Audio
- Fire Station Alerting
- Tone Alert Pagers
- Messaging (MCEN, Active911 etc....)
- Mobile Data (MDC)
- Radio System Infrastructure
- Radios and Equipment
- Radio Consoles (ECC)
- Apparatus Headset
- Cable TV Service

All routine requests for issuance, purchasing of, or service of these items must be made using the Technology Service Request (TSR) system on MCFRS quicklinks or at: https://www.montgomerycountymd.gov/frs-gl/support/tech_request.html

The MCFRS Technology section will review the request and if applicable provide the service based on established policy and procurement guidelines. Non-emergent requests for new services require a minimum of a two-week lead time, will be scheduled and prioritized considering operational needs and equipment/software availability.

For emergent issues and requests such as systems off-line or critical system outages, personnel should phone the on-call Technology Support representative at (240) 777-2233 and select option 1. ****NOTE: Personnel must follow up by using the TSR for tracking purposes. ****

Questions can be directed to the Technology Section Chief at 240.773.7103