

ECC COMPUTERS, GENERAL
(No. 24 July 2013)

8044

In order to provide statewide 24 hour command and control operations, all ECCs will have a minimum functional level of computer hardware and software. This will provide ECCs the ability to process emergency incidents, dispatch resources via a computer aided dispatch system, and track resources in support of the CAL FIRE mission.

ECC COMPUTER HARDWARE AND SOFTWARE
(No. 24 July 2013)

8044.1

Each ECC will have a minimum functional level of computer hardware to support field operations. The minimum CAL FIRE hardware required in each ECC consists of:

- Resource Ordering System of Record computers
 - 4 - per Command Center
 - 12 - per Region OCC
 - 8 - Sacramento CC
 - 4 - Fire Academy
- Dispatch System of Record computers
 - Minimum 4 workstations per Command Center
 - Additional system configuration as determined by existing contract (see link on CAD Support Intranet page)
- Local Area Network
 - 3 - Fileservers – 2 CAD & 1 domain controller/file & print
 - Ethernet based local area network platform

The minimum CAL FIRE software provided to each ECC consists of:

- The Dispatch System of Record software is a comprehensive computer-aided dispatch system that is used to generate incidents and recommend dispatch assignments based on a standard response plan for the incident type and location.
- The Resource Ordering System of Record is a computer software program which automates resource ordering, resource statusing and report processing.

CAD hardware and software support

1. Note what function was being performed prior to hardware and/or software failure and make note of an error messages that are displayed.
2. Follow the 24 hour CAD pager/email support contact procedure as found on the CAD Support Intranet page.

Resource Ordering computer and ITS network support

During business hours

1. Contact your IT Field Coordinator first. If they are unable to resolve your case, they will escalate the issue appropriately.
2. If you are unable to contact your IT Field Coordinator, contact IT Customer Services directly.

After hours emergencies

Contact the IT Duty Officer pager at (916) 423-9458

FORMS AND/OR FORMS SAMPLES: RETURN TO ISSUANCE HOME PAGE FOR FORMS/FORMS SAMPLES SITE LINK.

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