



**Incident Recording System
Pilot Impact Assessment for
Merseyside Fire and Rescue Service**

FINAL

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Document Control

Amendment History

Version / Issue No.	Date	Author	Remarks / Reason for Change
1	May 2007	John Curtis	
Final	July 2007	John L Curtis	Following comments from IRS project Team.

Sign-Off List

Name	Position
Richard Edwards	IRS National Project Manager

Distribution List

Name	Position	I / R
CLT		
CLG		

Related Documents

Reference No.	Title	Author	Version & Date
1	Evaluation of the pilot for the Incident Recording System ~ End User Feedback	John fielding	Version 3 July 2007

REF:- Z:\Reports\IRS Pilot Impact AssessmentFINALJLC.doc

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1. Introduction

Merseyside Fire and Rescue Service (MF&RS) is constantly reviewing and shaping the services it provides to make Merseyside Safer, Stronger.

One key aspect of providing excellent services is being able to provide business intelligence to managers who will need to make effective decisions that will support the Integrated Risk Management Plan (IRMP). IRS will further support this decision making process and provide excellent post incident business intelligence. Quality Assurance and the business rules inbuilt within the system will play a key role in ensuring that the data is fit for purpose.

MF&RS requested involvement in the initial IRS pilot as it was seen as key to supporting the knowledge and information management framework it has put into place.

It should be stressed that MF&RS is aiming to ***“hold data once, but use many times”***, which is seen ideally as the best information management approach to adopt.

1.1 Executive summary

MF&RS invited 13 stations to be involved in the IRS pilot. Fortek, the supplier of the existing Command and Control System Visison/BOSS, provided an interface through web services to pre-populate aspects of the form from the current incident command and control system.

IRS familiarisation sessions were held with watch managers, a project board was also established and frequent communication sheets were devised.

It should be noted that at the time of writing this report a post evaluation on-line survey has been distributed to all end users of IRS. This has now been analysed. The findings can be obtained from reviewing the IRS evaluation report.

The key learning lessons:-

Access to external email. The majority of watch managers/ OICS did not have external email and as such could not email the national help desk.

Training needs varied from one officer to another. Ideally a full training needs analysis needs to be conducted.

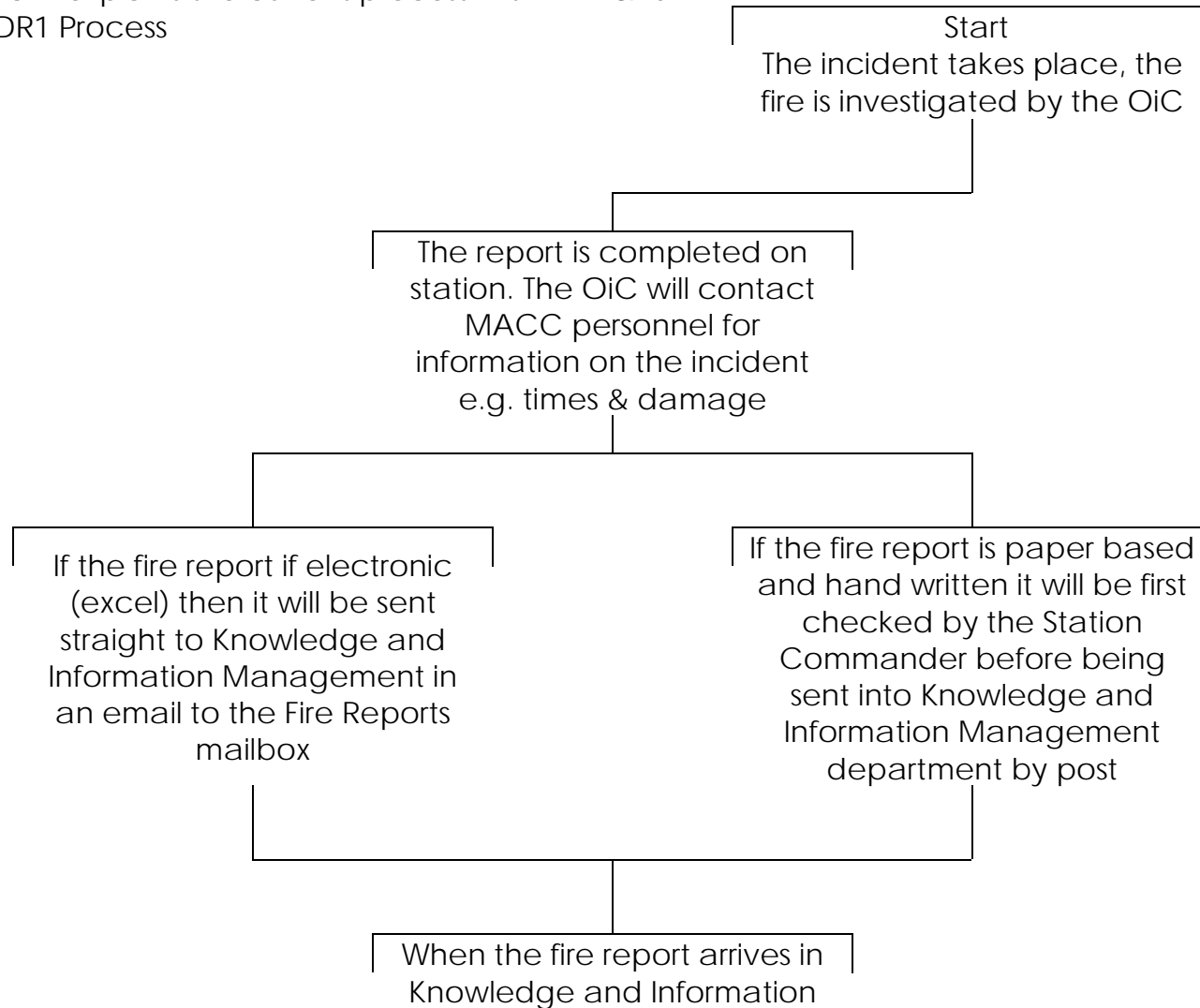
Supplier engagement and testing needs to be carefully pre-planned and signed off.

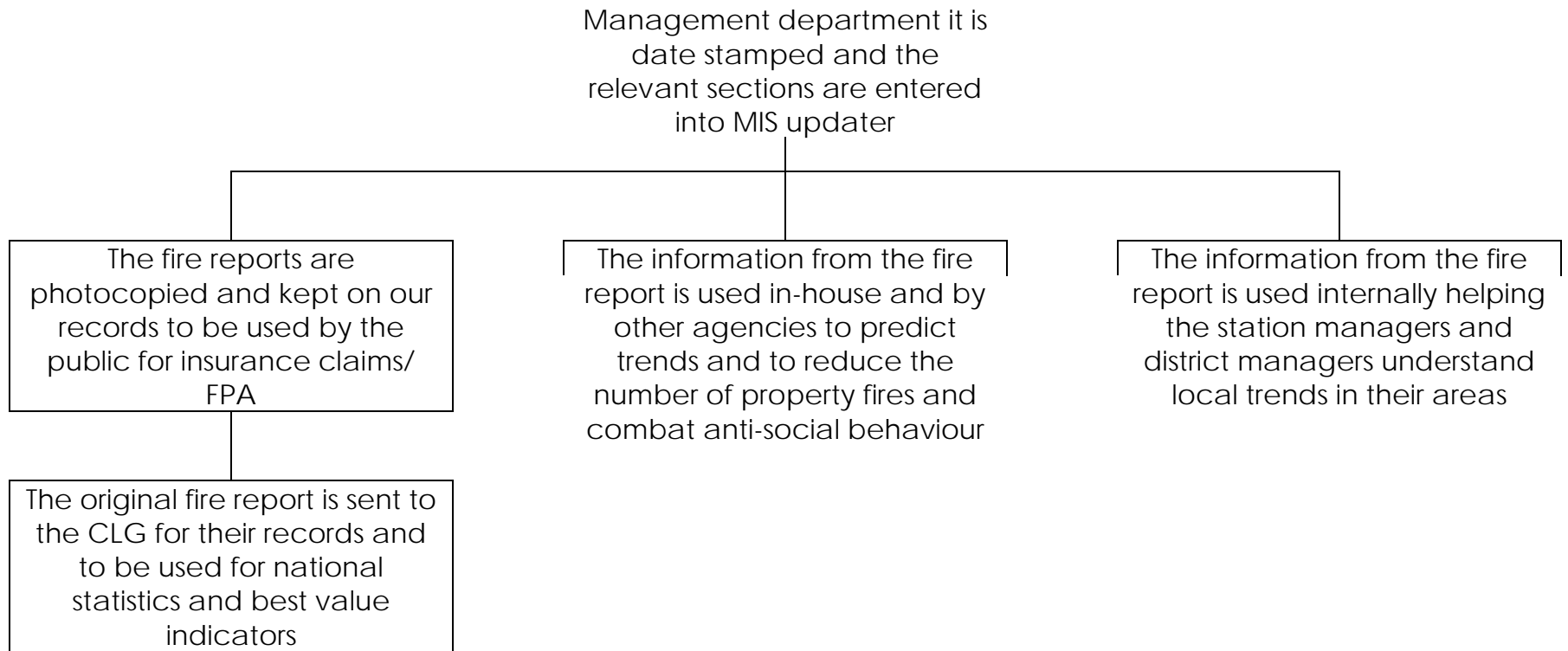
Access to BOSS (incident command and control data) was key to complete aspects of the form which had not been pre-populated.

If pre-population of the form takes place then the "new Incident" button should be disabled so that watch managers completing the form, initially search and find the incident that has been pre-populated, rather than accidentally starting from scratch.

2. Current System and Business Processes

The below diagram explains the current process within MF&RS.
FDR1 Process





2.1

The above diagram outlines the current process which is primarily paper based. The process is time consuming and was recognised by MF&RS as a key area that needed to be improved.

As currently only a limited amount of data is entered into the current MIS (cause, property type and injury), only a limited amount of data held at a local level is used to support the business intelligence needs of MF&RS. Again this was recognised as an issue, hence our request to be involved in the pilot.

2.2 Description of MF&RS current system

The current FDR1/ Special Service (post incident recording) process is manually based.

The current Command and Control system used is supplied by Fortek.

The name of the Command and Control system is Vision/ BOSS.

Management information is produced through BOSS which is web based and accessible through the intranet. Crystal reports are also embedded into BOSS which are then accessible securely to BOSS users. Logon to BOSS is required.

2.3 Issues with MF&RS current business processes and systems

The main issue is that capturing post incident information is, at this moment of time, paper based. As such there is little validation of data, and only limited resource to enter data from the form. Analysis is also time consuming and limited.

3. MF&RS involvement in the Pilot

3.1 What MF&RS hoped to learn from the pilot

MF&RS had identified that the existing process needed to be improved and as such directly wrote to CLG to become part of the pilot.

The main lessons from the pilot that MF&RS hoped to learn were around the logistics of the whole process and what could be achieved through pre-population of the form from the existing Incident Command and Control System.

It was also hoped that the pilot would give staff within the knowledge and Information Management department a clear indication of the resources required when the full system is rolled out. Likewise it was also vital that OIC's involved in the pilot shape the final IRS system. Comments from the end user survey will be vital in shaping this process.

3.2 What MF&RS did for the pilot

In brief the following steps were undertaken

- Project Board establishment, including champion, and clear roles and responsibilities, scope, issues and risk logs.
- Project plan devised.
- Presentation and agreement of station involvement.
- Matrix of IRS familiarisation session devised whereby staff went out to each station to familiarise officers.
- Discussion with supplier re process (web services approach) and pre-population of the form.
- IRS pilot Users distribution list established on outlook.
- Communication plan including FAQ's devised. (See appendix for examples)
- Informing corporate training of the need for training for full roll out this summer.
- Testing and sign off with the supplier re data pre-population.
- End User online survey ~ now evaluated. Reference should be made to the evaluation report.

3.3 Lessons MF&RS learned from the pilot

The main lesson learnt was slippage in the delivery date by the supplier. This delayed the start of the project for MF&RS as MF&RS did not want to commence its pilot until IRS was being pre-populated by its command and control system.

Other key learning lessons consisted of:-

External email access is required by Watch Managers.

The need for support to watch managers during the night/ evenings/ weekend. The national help desk only operates 09:00hrs – 17:00hrs Monday to Friday. MF&RS staff were also only available from 07:30hrs – 18:00hrs approx.

Requirement for OIC's to have access to other information sources. This will be overcome through access to BOSS.

Varying training needs.

The need for the system to enable the "self registration" of users which are then validated by MF&RS/ CLG staff.

Other learning lessons have been outlined above, and will be further detailed in the end user evaluation report.

4. Proposed future system and business processes

4.1 What MF&RS plan to do to implement incident recording

MF&RS has already fixed a date with its supplier to review the results of the pilot, and discuss further pre-population of the form as well as the creation of oracle tables to hold additional data at the local level which has been collected through IRS. This will further support business intelligence.

MF&RS also plans to devise another project plan for the introduction of the IRS system, which will be submitted to the project board.

Further communication, training and engagement will stakeholders be undertaken by MF&RS.

4.2 Overview of MF&RS future business processes

The new process is detailed as follows.

In brief:

- Data will be input by OIC/ Watch Manager. It is however recognised that where possible data will be pre-populated.

- QA and final publication of data will be the responsibility of the Knowledge and Information Management department. The “owner” (watch manager) of the data will however be seen as having responsibility in ensuring that the data recorded is correct.

It is proposed that Performance Management targets will be established, which will include timescales for completing IRS returns as well as QA targets.

- It is expected that significant business intelligence reports will be produced and provided back to watch managers. This will include neighbourhood profiles which will be used to support IRMP and business intelligence.

4.3 IT impact

There was little known impact apart from some initial problems with connectivity to the site and problems with the speed when using the mapping aspects. The current end user evaluation may however shed further light.

OIC's did not have external email which was required. They also needed access to BOSS.

4.4 Training Requirements

All training was provided on site at the station that the OIC was based. It was generally 45 minutes in length and was due to timescales branded as “familiarisation” sessions, rather than formal training. It is expected that formal sessions will take place before the roll out and that these will be 45 minute sessions. These will only be offered if there is a training need. Wherever possible these sessions will be added to existing training delivery programmes. It should be noted that a request has been made to MF&RS's training development academy for the delivery of this training.

4.5 Culture and Change management

The biggest issue was the time it took for an OIC to complete a form.

The biggest change for the OIC was completing a form electronically rather than paper based. IT skills of the officer also varied significantly.

4.6 Estimated costs of implementation

The biggest cost was staff time. For the pilot five staff were going out to stations. In addition, there was an overall project manager and chair appointed. This did increase the "hidden" costs.

It should be noted that Fortek are providing the requirements of IRS through existing maintenance agreements.

There was no known direct costs or budget provided for this activity.

4.7 Benefits MF&RS hope to achieve

In brief the key benefits are:

Improved data quality

Improved process and cycle in obtaining post incident information

Improved business intelligence

Improved sharing of intelligence to key partners

Reducing time on mundane tasks such as data re-input, photocopying of paper based FDR1's etc.

4.8 Critical Success Factors for MF&RS

Some key critical Success factors included:

Project Scope, and timescales (SMART). Planning with the supplier and stations was key.

Cooperation of the (Command and Control system) supplier. This should be undertaken and planned as soon as practical.

National Helpdesk opening throughout the Christmas / New Year Period. The Pilot for MF&RS slipped into January, but the national IRS helpdesk was closed during this period.

Buy in by Station/ Locality / Watch Managers. This is vital for change management and understanding of what the system will mean for OICs within their station.

Familiarisation sessions that were provided need to factor in the needs of the OIC completing the form

External email is a key requirement

Access to BOSS, a key information source to MF&RS.

Communication/ Newsletters, kept OIC's up-to-date e.g FAQ

A key CSF will be the ability to use the information for Business Intelligence and to feed this back to the station/ watch manager. This will be the first time that OIC's will see the full value of completing such returns.

REF: Z:\Reports\IRS Pilot Impact AssessmentFINALJLC.doc

APPENDIX

Examples of Communication/ Newsletters

Dear Colleague (S8, C4, S6, C1, N4, W6, W4, S1, W2, W3, N1, E2, C3)

RE:- IRS PILOT ~ COMMENCING MON 4th DEC

I am pleased to inform you that your user account for the Live IRS system has now been created.

Your User name is your ServiceID then L. For example **4521L** (*Please note L has been added to indicate that you are logged onto the Live system*)

Your Password is :- **Password0** (*please note 0 is the numeric value 0 and P must be in uppercase*)

As soon as you logon please make sure that you change your password by selecting **Reset Your Password More Information**. This option is located at the bottom left hand side of the IRS screen.

Your password must be a minimum length of 7 characters and contain at least one uppercase character and one number.

To logon to the live IRS internet site the following address should be used.

www.irs.fire.gov.uk

From the live IRS home logon page you will see that the site clearly states "**Welcome to the Fire and Rescue Service Incident Recording System**"

NOTE:- Please make sure that you use this site for submitting forms relating to incidents and not the training site.

What should I do?

When completing a form relating to an incident, it is now important to follow the instructions below so that your form is pre-populated.

1. Logon to the IRS Pilot Site www.irs.fire.gov.uk using your service number and password.

2. Click onto the **Find and Updates** button
3. Select the **advanced search options radio button** to find the incident you want to report about. You can do this by, for example, :-
 - a. Selecting a date range. *I would advise that this is more than likely the best option to use.*
 - b. Station
 - c. Incident Category
 - d. Postcode. *(Note:- Please note this would have to match the exact postcode recorded within Vision/BOSS)*
4. Now select the incident that you want to report upon, by clicking on the **Edit option** for that incident / record.
5. Click onto the pages of the form and add /edit details relating to the incident.
6. Continue to complete the form, as illustrated during your familiarisation session.
7. Click onto **Submit** when you have successfully completed your form. Please note that you will not be able to submit until all warnings have been corrected.

For the pilot period it is important to still complete paper / excel based FDR1's as well as other paper based returns e.g. Special Service SSR1 forms.

Help and Assistance

If you need any help or assistance please contact the IRS national Help site:-

0845 3777 888 (now 24hr voicemail)

You will also still have access to the training site. This can be accessed from:-

www.irs.fire.gov.uk/training

To logon please use your service ID and password.

When you logon to this site it clearly states "**IRS Training Environment**" at the top of the Home page

Thank you again for your time and assistance.

If you need any further assistance, please do not hesitate in contacting me.

Kind Regards JLC

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<<http://www.merseyfire.gov.uk/>>

CPA "An Excellent Authority"

Dear Colleague (S8, C4, S6, C1, N4, W6, W4, S1, W2, W3, N1, E2, C3)

Re Incident Recording System ~ Frequently Asked Questions (FAQ's)

This email outlines some frequently asked questions relating to the Incident Recording System which I hope you find useful.

Please can I take this opportunity in thanking you again. We have now submitted a significant number of electronic records to the Department for Communities and Local Government. (DCLG)

Q. How long will the Pilot for Merseyside last?.

A. The pilot will be lasting until January 19th 2007. After the pilot you will be asked to complete an online survey relating to the pilot. These comments will be reviewed and forwarded onto the Department for Communities and Local Government (DCLG).

Q. Is the form now being pre-populated with data from Vision/BOSS.

A. Yes, data is now pre-populating the initial form. When completing a form relating to an incident, it is now important to follow the instructions below so that your form is pre-populated.

4. Logon to the IRS Pilot Site www.irs.fire.gov.uk using your service number and password.
5. Click onto the **Find and Updates** button
6. Select the **advanced search options radio button** to find the incident you want to report about. You can do this by, for example,;-
 - a. Selecting a date range (*Note:- selecting a date range is advised as the best option to select*)
 - b. Station
 - c. Incident Category
 - d. Postcode. (*Note:- Please note this would have to match the exact postcode recorded within Vision/BOSS*)

4. Now select the incident that you want to report upon, by clicking on the **Edit option** for that incident / record.
5. Click onto the pages of the form and add /edit details relating to the incident.
6. Continue to complete the form, as illustrated during your familiarisation session.
7. If all of the validation checks have been passed, and you have entered all the data, then you need to indicate if your happy for the form to be quality assured. To do this simply click onto the **YES** option and then Click onto **Submit**. Please note that you will not be able to submit until all warnings have been corrected.

Q. How do I gain access to BOSS?

A. Simply click onto the following link and complete your details.

<http://intranet.merseyfire.gov.uk/support/boss/default.asp>

Please make sure that you click onto the submit button located at the end of the form.

Further Support can be provided by emailing BOSSsupport@Merseyfire.gov.uk

Q. Is more data going to be transferred across to pre-populate the form?

A. Yes, we are working with Fortek, the supplier of Vision/BOSS and hope to have more of the form pre-populated with data from Vision /BOSS. We will be updating you shortly.

Q. When I complete the submission, should I select ready for Quality Assurance?

A. It is important that once you are ready to submit your record you click onto the button stating that the record is ready for quality assurance. This is located on the summary page of the form and will appear once the form is ready for submission. If you are happy for the form to be submitted, you should select this option and click onto the submit button.

Q. What is the helpdesk Number and email

A. The helpdesk number is 0845 3777 888

IRSHelp@Communities.gsi.gov.uk

Q. Do I still need to complete FDR1/ SSR1 Paper or Excel returns?.

A. Yes during the pilot it is important to still complete the existing returns. DCLG has stated that this is required for statistical purposes.

Q. My question has not been answered?

A. Please email it to JohnCurtis@merseyfire.gov.uk and we will add it to the next FAQ email.

Kind Regards JLC

John L Curtis
Director of Knowledge and Information Management

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[Mailto:JohnCurtis@merseyfire.gov.uk](mailto:JohnCurtis@merseyfire.gov.uk) <<mailto:JohnCurtis@merseyfire.gov.uk>>
<<http://www.merseyfire.gov.uk/>>

CPA "An Excellent Authority"

Newsletter four

Dear BOSS/IRS User

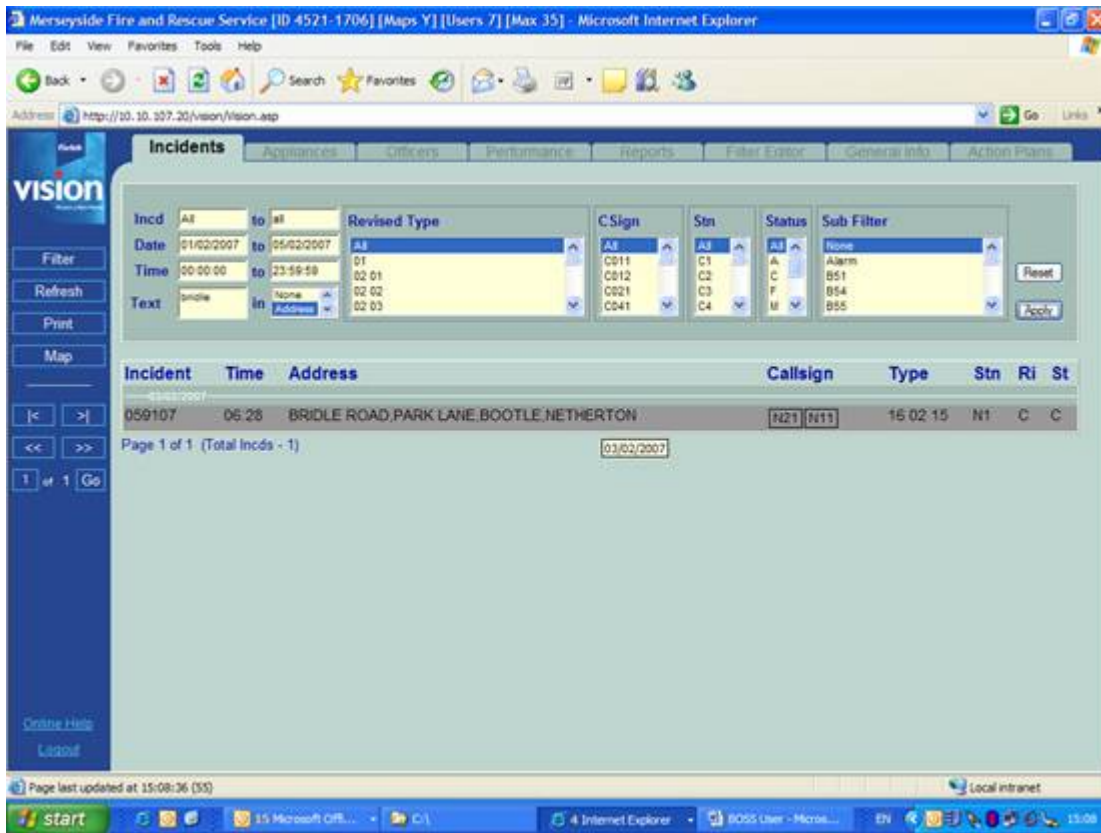
You're the BOSS, Your Number One!

BOSS is now officially the most accessed Information Management System within Merseyside Fire and Rescue Service.

To further enhance the BOSS information Management System, the following new functionality has been developed, which is explained within the Frequently Asked Questions (FAQ's) below.

Q. I manually trawl through the BOSS system for specific incidents, there must be an easier way.

A. There is now. If you search for a particular address or word then type in the address or word into the "text" box. The example below is searching for addresses with the name bridle. Please make sure you also select Address and then apply if your searching for an address rather than text.



Note:- This must exactly match the way in which the address or word has been initially recorded, otherwise you will not find the information. For addresses initially just state the street name.

Q. Is there a user guide for BOSS?

A. A new online help now exists. Simply click onto the link below where you can find a user guide, Frequently Asked Questions (FAQ'S), and other useful tips.

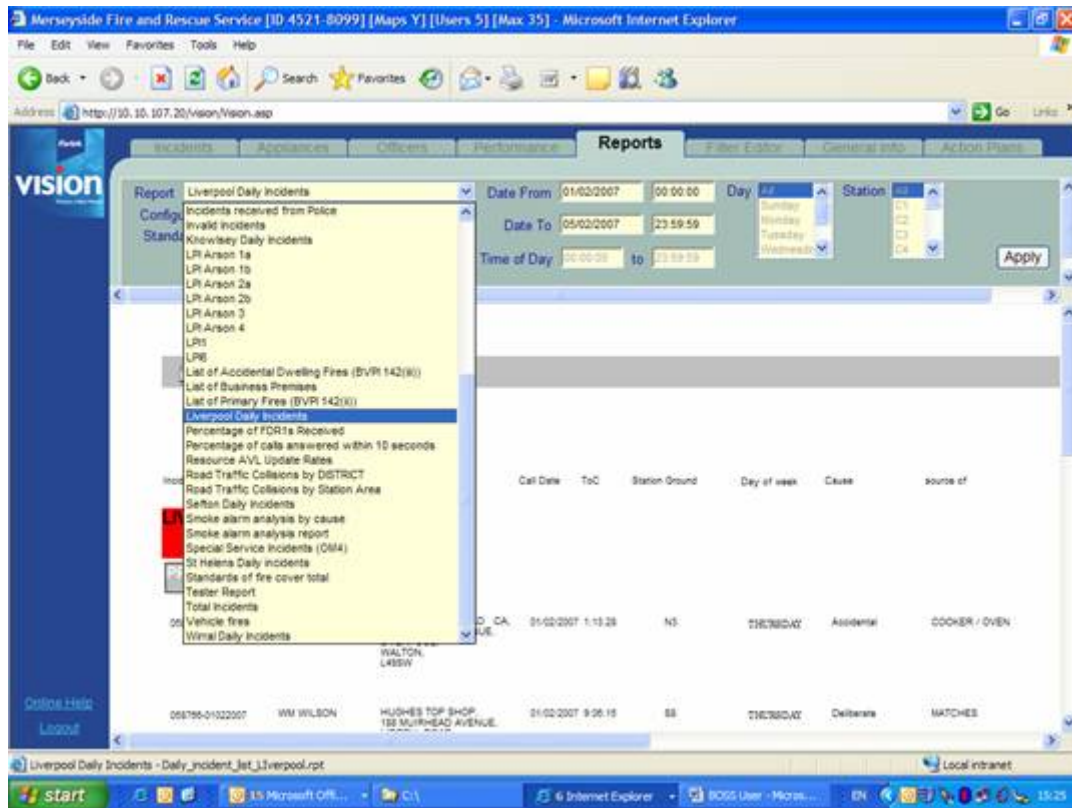
<http://intranet.merseyfire.gov.uk/support/boss/boss.htm>

This link can be accessed from the BOSS Logon Screen by clicking onto the **BOSS Support Link** (located to the left hand side of where you log on)

Q. I need structured, detailed Management Information/ Business Intelligence on incidents within my station, or district. Is this possible?

A. Yes, structured reports now exist for all districts within Merseyside. These are then broken down into incident Type.

Simply log onto BOSS and then select the **Reports Tab** located at the top. Then select the district name e.g. Liverpool daily reports, by clicking onto the drop down list. Please make sure that you also select a date range by completing the Date From and Date To boxes



If you need further management information/ business intelligence then simply click onto the work request form.

http://intranet.merseyfire.gov.uk/corporate/strategic_planning/request-form/request-form.asp

Note: Please specify a date for completion by clicking onto the calendar. Please also leave no spaces when entering your telephone number and don't enter any letters. Failure to do this could result in the Knowledge and Information Management department not receiving your request.

Q. I have responsibility for Road Traffic Collisions(RTC), does a report exist?.

A. Yes, simply click onto the **Reports** tab and select the date range and/or other criteria. Then click onto the drop down (see screen print above) and select Road Traffic Collisions by District or Station.

Note: A step by step guide is being developed.

Q. I wish I could view these incidents through a map.

A. You can, simply select the incidents, and then click onto Map.

Note: The more incidents that are selected the longer it will take to produce the map. Please narrow your search if nothing appears.

Q. My question has not been answered.

A. Email BOSSsupport@merseyfire.gov.uk and we will answer your question and add the question with answer to the next Newsletter.

Q. I need further help and assistance who should I contact.

A. The Boss support team, within the Knowledge and Information Management Department, can be contacted by emailing BOSSsupport@merseyfire.gov.uk

Tel:- 0151 296 4773/4778/4782

Officer: Sandra Robinson
Data and Systems Manager

Officers:- Paul Terry / Darren Poole
System Support Officers
Data and Systems Unit
Knowledge and Information Management Department

COPY OF THE END USER SURVEY

End User Survey Pilot of Incident Recording System (IRS)

Purpose:

This survey aims to assess the pilot of the Incident Recording System (IRS). Your comments and feedback as key users of the system.

The survey should take no longer than 10-15 minutes to complete.

The Survey is anonymous and no personal detail is collected.

The survey results will be used to inform the overall impact assessment as well as supporting the role-out of the system this summer.

If you have any queries regarding this survey please contact John L Curtis, Knowledge and Information Management Department by email JohnCurtis@merseyfire.gov.uk

This survey should be submitted no later than 24th March 2007.

Thank you for your time.

End User Survey Pilot of Incident Recording System (IRS)

Details of Station and Watch

Please state your station name:

Please state your watch:

End User Survey Pilot of Incident Recording System (IRS)

Section One Completing a Post incident form

Q1 How often did you use the IRS system throughout the pilot period:

Please Select:

Never

1-5 Times

5-10 Times

10-20 Times

20 Times and over

Q2 On average how long did it take you to complete one secondary incident?

Please Select:

- 1-5 mins
- 6-10 mins
- 10-15 mins
- 16-20 mins
- 21 mins and over

Q3 On average how long did it take to complete one primary incident?

Please Select:

- 1-5 mins
- 6-10 mins
- 10-15 mins
- 16-20 mins
- 21mins and over

Q4 Did you use the searching options to find an incident?

Please Select:

- Yes
- No

Q5 How would you rate the following statements concerning the IRS system:

Please Select:

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Neither Agree or Disagree</i>	<i>Agree</i>	<i>Strongly Agree</i>
The system is better than the paper based FDR1 form:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The system is better than the FDR1 excel spreadsheet:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The system will improve the overall quality of data collected:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

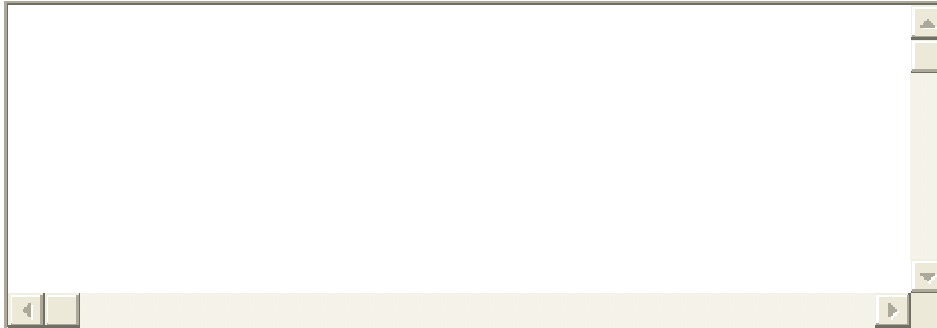
The layout and structure of the form assisted me in completing the form:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The validation of the form assisted me in completing the form correctly:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The mapping aspect of the system will improve the quality of address information and provide an accurate geo-code reference:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I needed access to BOSS to assist me in completing the IRS form:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The drop down lists provided assisted me in completing the form:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is important that wherever possible the form is pre-populated with data already collected through the incident Command and Control System:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The data collected would support me in my role if accessible in a structured report format:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The more I used the system the more I became familiar with the drop down lists:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The more I used the system the quicker it was complete:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6 Were there any drop down lists which did NOT include an appropriate option?

Please Select:

- Yes
- No

If YES please outline below:



End User Survey Pilot of Incident Recording System (IRS)

Section Two Help and Support

Q7a Did you use the on-line help manual?

Please Select:

Yes

No

Q7b If yes, how would you rate the on-line help manual in resolving your query?

Please Select:

Very Good

Fairly Good

Neither Good nor Poor

Fairly Poor

Very Poor

Q8a Could you easily access the IRS System?

Please Select:

Yes

No

Q8b If no please select the reason why:

Please Select:

- Could not logon successfully*
- Could not access a computer*
- Could not access the Internet*
- Other*

If other, please state below:

Q9a National Help Desk
Did you phone or email the National Helpdesk?

Please Select:

- Yes*
- No*

Q9b If Yes, how would you rate the service given in resolving your query?

Please Select:

- Very Good*
- Fairly Good*
- Neither Good nor Poor*
- Fairly Poor*
- Very Poor*

If "Fairly Poor" or "Very Poor" please state why:



Q10a Did you use the hardcopy manual/user guide?

Please Select:

Yes

No

Q10b If Yes, how would you rate the hard copy manual in resolving your query?

Please Select:

Very Good

Fairly Good

Neither Good nor Poor

Fairly Poor

Very Poor

Q11a Did you contact the Knowledge and Information Management department for Help and assistance?

Please Select:

Yes

No

Q11b If Yes, how would you rate the service given in resolving your query?

Please Select:

Very Good

Fairly Good

Neither Good nor Poor

Fairly Poor

Very Poor

If fairly poor or very poor, please state why:

End User Survey Pilot of Incident Recording System (IRS)

Section Three Management Information / Business Intelligence

Q12 Do you know how the data you provide is used to inform MF&RS?

Please Select:

Yes

No

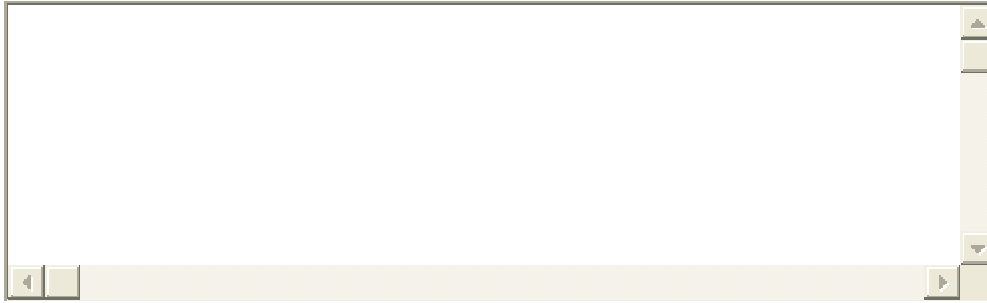
Q13 Do you know how the data you provide is used to inform Central Government?

Please Select:

Yes

No

Q1 If you have any further comments relating to the pilot of the IRS please state 4 below:



Thank you for taking the time to complete this survey.

Please click onto the submit button located at the bottom left hand side of your screen.