



Central Whidbey Island Fire & Rescue

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Professionalism • Integrity • Compassion • Excellence

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To: Board of Fire Commissioners
From: Chief Ed Hartin
Date: January 10, 2019
Subject: Chief's Report

As with the December Chief's Report, this month's report will be abbreviated due to recent information technology (IT) failures.

Information Technology

The District has been working with our IT provider, Ategan, to accomplish the following objectives:

1. Restore critical systems (internet access, finance and accounting, e-mail, and fleet database)
2. Configure the new server to provide a more robust system of redundancy to simplify recovery in the event of hardware failure or cyber-attack.
3. Develop an improved system of backup that will allow rapid recovery in the event of hardware failure or cyber-attack.

To date the following have been accomplished:

1. Internet access restored
2. Finance and accounting system restored
3. Server configured with multiple virtual servers (simplifies backup and restoration)
4. Finance and accounting moved to a virtual server
5. E-mail restored with limited functionality (older e-mail was not restored to individual accounts)
6. E-mail files from individual accounts recovered from archive and prepared for restoration
7. Restoration of individual e-mails to user accounts
8. Restoration of the Fleet Maintenance database
9. Repair to two older computers (installed prior to the contract with Ategan)

The following work is in progress:

1. Creation of shared files for individual users to ensure that all files are on the server (rather than individual computers). This will allow us to ensure that files are backed up in a consistent manner.

2. The CAD/ImageTrend integration has not yet been restored. This is largely an ICOM, Spillman, and ImageTrend issue that continues to impact CWIFR (and other agencies on the Island using ImageTrend).
3. Updating the Fleet Database to the current version and restoration of data related to the District's fleet maintenance program
4. Identification of critical files to ongoing district operations and prioritization of recovery and restoration.
5. Recovery of data and restoration of non-encrypted files to the server. It had been hoped that the previous off-site (Station 51) backup hard drive could be restored, providing access to files as existed prior to mid October 2018. However, this has not been the case as this drive experienced a hardware failure. One option remains to recover data from this drive, but it will require the use of a specialized service (this option is currently being investigated).
6. Design and implementation of a multi-component backup system that will provide on-site backup, cloud based backup, and use of an "air gap" with a third backup system to limit exposure of all backup media to cyber-attack.

Ongoing challenges:

- One of Ategan's owners, who has been our primary service provider has experienced health related issues, severely impacting the timeline for correcting ongoing issues. We are exploring options to address this challenge.
- A significant number of essential files will need to be recreated. In the best case these files exist as hard copy and will need data entry. In the worst case, the files and related data will need to be recreated from scratch.

Impacts:

Central Whidbey Island Fire & Rescue has been on a trajectory of continuous improvement and forward progress, which will be severely constrained over the next 12 months as we recover from these IT and related issues. We will come out the other side stronger, but this process will continue to strain our capacity and perseverance.

Operational Activity

The month of December was extremely busy from an operational perspective with 169 calls including a wind storm on December 20, 2018 resulting in approximately 55 calls in a 24-hour period, with 50 of those incidents directly related to the storm. Storm related incidents included three buildings that were significantly damaged and a large tree that fell into the parking lot at Station 54.

Total calls for the year was 1,600, a 5% increase from 1517 incidents in 2017.

Administrative Activity

Finance Officer Kim Harpe and Chief Ed Hartin identified several errors in the budget totals in the 2019 Adopted Budget (line items were correct). These errors have been corrected in the budget document and a

resolution to correct the budget appropriation has been prepared for the Board's approval at their regular January meeting.

Adjustment of the capital projects budget related to the Station 53 project will be presented to the Board in early 2019 to carry the unexpended balance for architectural services forward from 2018 and to adjust the lines in this project to reflect cost allocations that were not specifically known during budget preparation (with no increase in total funding anticipated).

Chiefs Hartin & Smith, CAPT Helm, LT Vrable, LT Meek, and FF/EMT Majestic completed training on Interest Based Bargaining and the Affinity Model as used in economic bargaining on January 10, 2018. This training was conducted by the Washington Public Employment Relations Commission.

Chief Ed Hartin has been selected as a member of the Northwest Accreditation Credentialing Consortium steering committee. The consortium was created to support fire and rescue agencies from the Northwest in pursuit of continuous improvement (including, but not limited to professional credentialing and accreditation).

Training

CAPT Jerry Helm completed a three-year comprehensive Training Plan to guide development and delivery of training to our volunteer, part-time, and full-time members.