Support Module Storyboards

Support	Screen 1.0

Support				
USFA Logo	**Main Menu**	**Help**	**Glossary**	

Support Tutorial Menu

This section of the resource center presents information about providing ongoing support for the NFIRS 5.0 system.

To learn more about support, click on a topic below or click on Next to view all topics in sequential order.

- **What Is Ongoing Support?**
- **Why Is Ongoing Support Important?**
- **How Do I Provide Ongoing Support?**

Sidebar menu:
- **Tutorial Menu**
- **Task List**
- **FAQs**
- **Manuals**
- **Samples**
- **Tools**
- **Links**

Click on Next to continue.

Programming Notes:
Design this as a menu screen with links to the following pages:
What Is Ongoing Support? – Screen 1.1
Why Is Ongoing Support Important? – Screen 1.8
How Do I Provide Ongoing Support? – Screen 1.9

Support			
USFA Logo	Main Menu	Help	Glossary

Tutorial Menu

What Is Ongoing Support? (Screen 1 of 7)

⟵　　⟹

NFIRS 5.0 ongoing support is comprehensive system support supplied by organizations at the three separate and distinct levels within the system.

Roll your mouse over the levels listed below to learn more about the role of each level in ongoing support of NFIRS 5.0.

Task List

FAQs

Manuals

Samples

Tools

Links

| National |
| State |
| County or Department |

⟵　　⟹

Click on Next to continue.

Programming Notes:
Each of the text boxes on this screen is a rollover object. Display the information shown below when the mouse is rolled over the rollover object.
National
The NFIRS 5.0 Support Desk and the National Fire Information Council (NFIC) provide several types of NFIRS 5.0 support at the national level.
State
State program managers provide system, software, training, and implementation support to counties and departments.
County or Department
County or department program managers provide local system, software, training, and implementation support.

Support				
USFA Logo	**Main Menu**	**Help**	**Glossary**	

Tutorial Menu

Task List

FAQs

Manuals

Samples

Tools

Links

What Is Ongoing Support? (Screen 2 of 7)

National Level – NFIRS 5.0 Support Desk

At the national level, the NFIRS 5.0 Support Desk provides support for users of the Data Entry Tool including:

- Fire incident data entry.
- Data validation.
- Data upload into the national database from the Data Entry Tool and third-party software.

The NFIRS 5.0 Support Desk is the place anyone can go to get answers to questions about NFIRS 5.0.

Graphic: photo of members of Support Desk Staff answering phone with a photo of National Fire Academy building where NFIRS 5.0 support team is located.

Click on Next to continue.

Programming Notes:

Support	Screen 1.3

Support				
USFA Logo	Main Menu	Help	Glossary	
Tutorial Menu	**What Is Ongoing Support? (Screen 3 of 7)**			⇐ ⇒
Task List	**National Level – NFIC**			
FAQs	At the national level, the National Fire Information Council (NFIC) provides support to State and large metropolitan area program managers including:			Graphic: NFIC logo; go to http://www.nfic.org/
Manuals				
Samples	• Technical assistance.			
Tools	• Biannual conferences.			
	• Training support.			
Links	• Assistance with the resolution of third-party vendor issues.			
	When necessary, NFIC will send a team to your location to help resolve problems or issues.			
				⇐ ⇒
Click on Next to continue.				

Programming Notes:

Support			
USFA Logo	**Main Menu**	**Help**	**Glossary**

Tutorial Menu

Task List

FAQs

Manuals

Samples

Tools

Links

What Is Ongoing Support? (Screen 4 of 7)

States Using the Data Entry Tool

In States using the Data Entry Tool, NFIRS 5.0 State program managers are required to support the tool. That support may include:

- User training.

- Development and distribution of State system use policies and procedures.

- System user support through a Help desk and/or other forms of communication.

If the State support staff is unable to answer system questions or resolve user issues, the problems may be forwarded to the national Support Desk.

Graphic: photo of a State capitol building with images of a training class, a policies and procedures manuals, and a Help Desk.

Click on Next to continue.

Programming Notes:

Support	Screen	1.5

Support				
USFA Logo	**Main Menu**	**Help**	**Glossary**	
Tutorial Menu				

What Is Ongoing Support? (Screen 5 of 7)

States Using Third-Party Software

The third-party software vendor normally provides:

- Training support.

- System user support through a Help desk and/or other media.

The State NFIRS program manager:

- Negotiates and oversees the third-party software vendor contract.

- Develops and distributes State system use policies and procedures.

- Provides other support as needed.

Graphic: Split screen image showing instructor in front of class on one side and policy and procedures manuals on the other side.

Task List

FAQs

Manuals

Samples

Tools

Links

Click on Next to continue.

Programming Notes:

Support				
USFA Logo	Main Menu	Help	Glossary	

Tutorial Menu

Task List

FAQs

Manuals

Samples

Tools

Links

What Is Ongoing Support? (Screen 6 of 7)

County or Department Using the Data Entry Tool

The county or department NFIRS program manager:

- Assists with the delivery of training provided by the State.

- Provides local technical support.

- Develops and distributes local system use policies and procedures.

- Provides system reference materials.

Graphic: Photo of support person working with user at computer showing user how to perform a function.

Click on Next to continue.

Programming Notes:

Support	Screen 1.7

Support			
USFA Logo	Main Menu	Help	Glossary

Tutorial Menu

What Is Ongoing Support? (Screen 7 of 7)

⇐ ⇒

Task List

County or Department Using Third-Party Software

FAQs

The software vendor normally provides:

Graphic: Split screen with photo of instructor in front of class on one side and policy and procedure manuals on the other side.

Manuals

- Training support.

Samples

- System user support through a Help desk and/or other media.

Tools

The county or department NFIRS program manager:

Links

- Negotiates and oversees the third-party software vendor contract.

- Develops and distributes local system use policies and procedures.

⇐ ⇒

Click on Next to continue.

Programming Notes:

Support				
USFA Logo	Main Menu	Help	Glossary	

Why Is Ongoing Support Important?

Tutorial Menu

Task List

FAQs

Manuals

Samples

Tools

Links

Ongoing support helps to ensure that information flows throughout the system.

This flow of information enables:

- Staff at the national level to know what problems occur and where they occur.

- Program managers at all levels to notify users of system problems and to resolve those problems.

- Users to feel that they are a part of the NFIRS 5.0 community and to avoid feelings of isolation.

Graphic: 3-way split screen showing National Fire Academy building, State capitol building, and firehouse.

Click on Next to continue.

Programming Notes:

Support			
USFA Logo	**Main Menu**	**Help**	**Glossary**

Tutorial Menu

<u>How Do I Provide Ongoing Support</u>? (Screen 1 of 11)

Ongoing support may be provided by State, county, and department program managers through various means.

Roll your mouse over the topics below to learn more about how they help provide ongoing support.

Help Desk

User Groups

Web Page

Group Email Messages

Newsletters

Code-A-Grams

Follow-On Training

Reference Materials

Detailed Policies and Procedures

Task List

FAQs

Manuals

Samples

Tools

Links

Click on Next to continue.

Programming Notes:
Each text box on this screen is a rollover object. Display the information shown below when the mouse is rolled over the rollover object:
Help Desk
Computer users are familiar with the use of telephone Help desks to support software applications.
Users can call to get answers to software use questions quickly and easily.
User Groups
Some software users are more comfortable asking their peers about software use problems or issues. A user group enables them to do that.
Web Page
A Web page can be an inexpensive way to provide relevant, up-to-date information to all system users without printing and distribution. Information on a Web page is available 24 hours a day, 7 days a week. Users can print the information they need, when they need it.

Group Email Messages
Email messages allow you to distribute information to a large group very quickly without cost. One advantage of group email is that users who receive the message can reply individually if they have a question. The originator of the email message then has the option of replying individually or sending out a clarifying message to the entire group.

Newsletters
Newsletters and other publications are an excellent way to distribute information about NFIRS 5.0. Newsletters can be printed and distributed via the USPS or they can be created in electronic form for distribution via email.

Code-A-Grams
Code-A-Grams are a type of technical bulletin. They are short, targeted messages that explain how to deal with a very specific code or field problem. They are small and can be distributed via email to provide users with quick solutions to common problems at minimal cost.

Follow-On Training
As the system grows and changes, follow-on training can fill the need for revised or new information. Follow-on training can be provided through formal training classes, distribution of detailed step-by-step instructions (via paper or electronic media), PowerPoint presentations with audio narration or script to be read by a local presenter, or any other appropriate media.

Reference Materials
The USFA and NFIC have developed a comprehensive set of system reference materials including forms and manuals. These materials are available to States, counties, and departments in electronic format for distribution electronically or in printed form. States, counties, and departments may distribute them free of charge or on a per-copy fee basis.

Detailed Policies and Procedures
Detailed written policies and procedures support system users on a day-to-day basis by providing them with guidance on how to use the system correctly. Suggested policies and procedures are described in each section of the Toolkit.

Support				
USFA Logo	**Main Menu**	**Help**	**Glossary**	

Tutorial Menu

How Do I Provide Ongoing Support? (Screen 2 of 11)

The State NFIRS 5.0 program manager must determine how to support the system statewide. The support effort is then coordinated with county and department program managers.

It is important that:

- Ongoing support uses the established system structure.

- Users know where to get help.

- Information flows smoothly throughout the system.

- Questions are answered or problems resolved as quickly as possible.

Graphic: Image created for Managing module showing system structure (Screen 1.12)

- **Task List**
- **FAQs**
- **Manuals**
- **Samples**
- **Tools**
- **Links**

Click on Next to continue.

Programming Notes:

Support			
USFA Logo	Main Menu	Help	Glossary

Tutorial Menu	**How Do I Provide Ongoing Support? (Screen 3 of 11)**	⬅ ➡
Task List	**Help Desk**	
FAQs	Organizations using the Data Entry Tool need to provide:	Graphic: Split screen photo of Help desk staff member on phone on one side and user on phone asking question on the other.
Manuals	• A central point of contact for users with software problems and issues.	
Samples	• A structured process for resolving those issues.	
Tools	All organizations need to respond to:	
Links	• Questions about policies and procedures.	
	• Information requests.	
	A Help desk is a great way to provide these services.	⬅ ➡

Click on Next to continue.

Programming Notes:

Support	Screen	1.12

Support				
USFA Logo	**Main Menu**	**Help**	**Glossary**	
Tutorial Menu	**How Do I Provide Ongoing Support? (Screen 4 of 11)**			⇐ ⇒
Task List	**User Groups**			
FAQs	Many software application vendors provide access to user groups on the Internet to supplement their Help desk services. Users participate in user groups because:			Graphic: Split screen showing person at computer on each side with two-way arrows going between the two computers.
Manuals				
Samples	• They feel more comfortable asking a question among their peer group.			
Tools	• They may get several potential solutions to the problem they pose.			
Links	• Responses are often posted very shortly after the question is posted.			
	User groups can be set up quickly and inexpensively.			⇐ ⇒
Click on Next to continue.				

Programming Notes:

Support			
USFA Logo	Main Menu	Help	Glossary

Tutorial Menu	**How Do I Provide Ongoing Support? (Screen 5 of 11)** ⇐ ⇒
Task List	**Web Page**
FAQs	An Internet Web page may be used to provide ongoing support through:
Manuals	• General information about the system.
Samples	• Frequently asked questions (FAQs).
Tools	• Links to other support sites.
Links	• Online copies of policies and procedures.
	• Tips and tricks relating to NFIRS 5.0 use.
	Web pages do not have to be elaborate and they can often be set up quickly and inexpensively. ⇐ ⇒

Graphic: Photo of sample NFIRS home page on computer screen. (See Sample home page links in the links section for potential sites).

Click on Next to continue.

Programming Notes:

Support				
USFA Logo	Main Menu	Help	Glossary	

Tutorial Menu

How Do I Provide Ongoing Support? (Screen 6 of 11)

⇐ ⇒

Task List

Group Email Messages

FAQs

Email is a powerful electronic tool available to NFIRS program managers.

Manuals

It can be made even more effective if mailing lists are used to provide instant message delivery to a large number of people.

Samples

Tools

Most email applications (e.g., Outlook, Outlook Express, Eudora, etc.) provide mailing list capabilities.

Links

Use group email messages to distribute newsletters, Code-A-Grams, system notices, reminders, etc.

Graphic: Collage of people sitting at their computers with an image of an e-mail in the center.

⇐ ⇒

Click on Next to continue.

Programming Notes:

Support				
USFA Logo	Main Menu	Help	Glossary	

How Do I Provide Ongoing Support? (Screen 7 of 11)

Tutorial Menu

Task List

FAQs

Manuals

Samples

Tools

Links

Newsletters

Newsletters are effective communication tools if they:

- Are well designed.

- Get distributed on a regular basis.

- Contain information that is valuable to the recipients.

Consider developing an NFIRS 5.0 newsletter, or adding an NFIRS section to an existing State, county, or department newsletter.

Graphic: Photo or drawing of a stack of paper newsletters.

Click on Next to continue.

Programming Notes:

Support	Screen 1.16

Support				
USFA Logo	Main Menu	Help	Glossary	

Tutorial Menu

How Do I Provide Ongoing Support? (Screen 8 of 11)

Code-A-Grams

Code-A-Grams are short, targeted messages that explain how to deal with a very specific code or field problem.

Code-A-Grams are useful because they:

- Are usually small in size.
- Can be distributed via email.
- Provide users with quick solutions to common problems.
- Are inexpensive to develop and distribute.

Graphic: Use graphic developed for group email message screen (Screen 1.14)

Task List

FAQs

Manuals

Samples

Tools

Links

Click on Next to continue.

Programming Notes:

Support				
USFA Logo	Main Menu	Help	Glossary	

Tutorial Menu

Task List

FAQs

Manuals

Samples

Tools

Links

How Do I Provide Ongoing Support? (Screen 9 of 11)

Follow-On Training

Software applications are constantly changing, evolving, and improving. As a result, follow-on training is almost always required sooner or later.

Follow-on training may be provided in the following ways:

- Classroom instruction.
- Revised step-by-step instruction manuals.
- Email messages.
- PowerPoint presentations.

Plan for follow-on training when you develop your ongoing support plan.

Graphic: Photo of instructor in front of group giving a presentation.

Click on Next to continue.

Programming Notes:

Support	Screen 1.18

Support				
USFA Logo	**Main Menu**	**Help**	**Glossary**	

Tutorial Menu

Task List

FAQs

Manuals

Samples

Tools

Links

How Do I Provide Ongoing Support? (Screen 10 of 11)

⇐   ⇒

Reference Materials

The USFA and NFIC provide a comprehensive set of NFIRS user and system reference materials in electronic format.

Graphic: Photo of a group of NFIRS manuals.

It is up to each program manager to determine how to distribute these materials throughout the organization.

Distribution options include:

- Distribution in printed or electronic format free of charge.

- Distribution through a supply center on a per-copy fee basis.

⇐   ⇒

Click on Next to continue.

Programming Notes:

Support	Screen	1.19

Support				
USFA Logo	**Main Menu**	**Help**	**Glossary**	

Tutorial Menu	**How Do I Provide Ongoing Support? (Screen 11 of 11)**

Detailed Policies and Procedures

System policies and procedures are unique to your organization at the State, county, or department level.

Policies and procedures may need to be changed, and users must:

- Know that changes have occurred.

- Be able to access the revised policies and procedures.

Ongoing support ensures policy and procedure modification and distribution.

Click on Next to go directly to the Task Lists, which will help you get started, or click on the buttons on the left side of this screen to access the other portions of the Support section of the Toolkit.

Left menu buttons: Task List, FAQs, Manuals, Samples, Tools, Links

Graphic: Photo of binders labeled NFIRS Policies and NFIRS Procedures.

Programming Notes:

Support				Screen 2.0

Training				
USFA Logo	Main Menu	Help	Glossary	

Tutorial Menu	**Task List** ⟵ ⟹
Task List	Two comprehensive Task Lists are provided for support.
FAQs	**Click on a bullet below to view the Task List that best fits your organization's support needs.**
Manuals	• **Support Task List for Organizations Using the Data Entry Tool**
Samples	• **Support Task List for Organizations Using Third-Party Software**
Tools	
Links	
	⟵ ⟹

Click on Next to continue.

Programming Notes:
Design this as a menu screen with links to the following pages:
Support Task List for Organizations Using the Data Entry Tool - Screen 2.0a
Support Task List for Organizations Using Third-Party Software - Screen 2.0b

Support				
USFA Logo	Main Menu	Help	Glossary	

Tutorial Menu

Task List

Task List

Support Task List for Organizations Using the Data Entry Tool

Print

FAQs

Manuals

Before you begin, check out the NFIRS 5.0 Support Center, NFIRS Technical Bulletins, and NFIRS News Page links to get a better idea of the support provided by the USFA. Check out the National Fire Information Council Web site for support information as well.

Samples

Use this Task List as a guide as you develop your ongoing support plan.

Tools

Links

- **Determine Which Ongoing Support Services You Will Provide**

- **Develop a Support-Tracking Database**

- **Develop/Use an NFIRS 5.0 Contact Database**

- **Develop a Help Desk Plan**

- **Develop a User Group Plan**

- **Develop a Web Page Plan**

- **Develop a Group Email Message Capability Plan**

- **Develop a Newsletter Plan**

- **Develop a Follow-On Training Plan**

- **Develop a Code-A-Gram Distribution Plan**

- **Develop a Reference Material Distribution Plan**

- **Develop a System Policies and Procedures Plan**

- **Budget To Support the Plans**

You may scroll through the entire Task List or click on a topic above to go to the tasks related to that topic. Click on the hypertext links in the Task List to go directly to the online viewable version of the documents referenced in the Task List.

Determine Which Ongoing Support Services You Will Provide

- ❑ Help desk

- ❑ User groups

- ❑ Web page

- ❑ Group email messages

- ❑ Newsletters

- ❑ Code-A-Grams

- ❑ Follow-on training

- ❑ Detailed policies and procedures. **NOTE:** These should be provided by program managers at all levels in the system. Refer to the Planning, Managing, Marketing, Training, and Using NFIRS Data sections of the Toolkit for detailed information.

Back to Top

Develop a Support-Tracking Database

- ❑ Develop or purchase a database for tracking support calls and problem resolution.

  - ❑ Develop your own Help desk call-tracking database.

  - ❑ Use the Sample Support Database Design Document included in the Toolkit and modify it to meet your needs. (Refer to the Sample Support Database Design Document in the Samples section of the Toolkit.)

  - ❑ Purchase Help desk call-tracking software from a vendor. (Refer to the Links to Help Desk Information Sites section of the Links section of the Toolkit for a comprehensive list of Help desk software vendors.)

- ❑ Write detailed policies and procedures for the use of the support database by the support staff. (Refer to the Sample Support Database Procedures in the Samples section of the Toolkit.)

Back to Top

Develop/Use an NFIRS 5.0 Contact Database

- ❑ Develop an NFIRS 5.0 Participant Contact Database. (Refer to the Sample Contact Database Design Document in the Samples section of the Toolkit. This is the same design document recommended for use in the Managing section of the Toolkit.) The database should give you the capability to:

  - ❑ Track participating units (e.g., counties, departments, firehouses).

25

- ❑ Track points of contact at participating units (e.g., names, street addresses, email addresses, phone numbers, fax numbers).

- ❑ Track information about participating units (e.g., square-mile area protected, population served, number of calls, software used).

❑ Use database to set up USPS mailing lists and email mailing lists, and to make contact with units participating in the system quick and easy.

<u>Back to Top</u>

Develop a Help Desk Plan

(Refer to the <u>Links to Help Desk Information Sites</u> area in the Links section of the Toolkit.)

❑ Develop Help desk logistical plan.

- ❑ Identify Help desk location.

- ❑ Determine type of phone service you will use:

    - ❑ Toll-free 800 number for users to call, free for all callers.

    - ❑ Standard number for users to call, long distance for most callers.

- ❑ Determine Help desk availability hours:

    - ❑ Monday – Friday only

    - ❑ 7 days a week

    - ❑ Office hours only (8 to 5, 9 to 6, etc.)

    - ❑ Extended hours (7 to 7, 7 to 9, etc.)

❑ Develop Help desk staffing plan. (Refer to the <u>Staffing Resources Tables</u> in the Tools section of the Toolkit).

- ❑ Determine number of people needed.

- ❑ Write job descriptions.

- ❑ Identify personnel.

❑ Develop Help desk training plan. **NOTE:** It is better to train Help desk personnel thoroughly at the beginning. It saves time and effort in the long run and establishes Help desk staff credibility from the start.

- ❑ NFIRS 5.0 skills training.

- ❑ Customer service skills training. (Refer to the <u>Sample Help Desk Staff Guidelines</u> in the Samples section of the Toolkit.)

- ❑ Help desk policies and procedures training.

- ❑ NFIRS 5.0 policies and procedures training (e.g., national, State, county/department).

❑ Write Help desk policies and procedures. (Refer to the Sample State NFIRS Procedure Manual Pages and Sample State NFIRS Policy Manual Pages in the Samples section of the Toolkit and Suggested Policies and Procedures in the Tools section of the Toolkit.)

❑ Acquire Help desk resources.

  ❑ Hire personnel.

  ❑ Train personnel.

  ❑ Acquire phone system and computers.

  ❑ Install NFIRS 5.0 software.

  ❑ Install and configure support call tracking software.

❑ Implement Help desk.

Back to Top

Develop a User Group Plan

❑ Determine what user groups you will establish:

  ❑ A single group for all users.

  ❑ A group for data entry personnel and a group for administrative/management personnel who do validation and transaction file creation.

  ❑ Other group(s): _____

❑ Determine what type of user group format you will use:

  ❑ Chat format during specific hours of the day.

    ❑ Determine when chat will be conducted.

    ❑ Identify chat room moderator.

  ❑ List serve format where users write in questions and members are notified by email of each question that is posted.

  ❑ Threaded discussion format where users go to discussion location whenever they want to read the questions, post a question, read responses, or post a response.

❑ Identify computer resources, with Internet access, that can be used to host the user group(s).

❑ Identify technical staff member who has the skills necessary to set up and maintain user group(s).

❑ Write user group policies and procedures. Refer to the Sample State NFIRS Procedure Manual Pages and Sample State NFIRS Policy Manual Pages in the Samples section of the Toolkit and Suggested Policies and Procedures in the Tools section of the Toolkit.)

❑ Send email messages to system participants:

   ❑ Notification that user group is available.

   ❑ Notification of policies and procedures relating to user group participation.

Back to Top

Develop a Web Page Plan

❑ Establish purpose and use of Web page:

   ❑ Provide general information about using NFIRS 5.0.

   ❑ List frequently asked questions (FAQs).

   ❑ Provide links to other support sites.

   ❑ Provide online copies of policies and procedures that can be viewed, printed, and downloaded.

   ❑ List tips and tricks relating to NFIRS 5.0 use.

   ❑ Other features: _____

❑ Identify technical staff member who has the skills necessary to set up and maintain the Web page.

❑ Identify computer resources, with Internet access, that can be used to host the Web page.

❑ Develop initial content for Web page.

❑ Have Web page developed.

❑ Set date for initial launch of Web page.

❑ Launch Web page.

❑ Write Web page policies and procedures. (Refer to the Sample State NFIRS Procedure Manual Pages and Sample State NFIRS Policy Manual Pages in the Samples section of the Toolkit and Suggested Policies and Procedures in the Tools section of the Toolkit.)

   ❑ Web page update frequency.

   ❑ Web page update and maintenance responsibilities.

❑ Send email messages to system participants announcing Web page launch and inviting them to visit the site.

Back to Top

Develop a Group Email Message Capability Plan

❑ Identify staff member with skills necessary to create an email mailing list for the email tool used by your organization (e.g., Outlook, Outlook Express, Eudora, etc.). (Refer to the Links to Email Information Sites section of the Links section of the Toolkit to learn about email information and services.)

❑ Determine how you want your list organized: All users, Data entry personnel, Administrative/management staff doing validation, Administrative/management staff creating transaction files, and Other categories.

❑ Determine who will maintain the email mailing list as new users are added, and how maintenance will be performed.

❑ Create the email mailing list.

❑ Write email mailing list use and maintenance policies and procedures. (Refer to the Sample State NFIRS Procedure Manual Pages and Sample State NFIRS Policy Manual Pages in the Samples section of the Toolkit and Suggested Policies and Procedures in the Tools section of the Toolkit.)

❑ Install a copy of the mailing list on support team members' computers.

Back to Top

Develop a Newsletter Plan

(Refer to the Sample Electronic State NFIRS Newsletter and the Sample Paper State NFIRS Newsletter in the Samples section of the Toolkit.)

❑ Determine who will write and edit the newsletter.

    ❑ Identify support staff member with skills and knowledge to serve as the newsletter editor.

    ❑ Identify newsletter content contributors.

    ❑ Write job descriptions for newsletter editor and contributors.

❑ Determine what type of newsletter you will produce:

    ❑ Electronic newsletter distributed via email mailing list.

    ❑ Electronic newsletter posted on the Web page for viewing or downloading by users.

    ❑ Paper newsletter distributed by USPS.

❑ Determine how often the newsletter will be published:

    ❑ Monthly

    ❑ Bimonthly

    ❑ Quarterly

    ❑ Other: _____

❑ Determine where newsletter will be printed if paper newsletter is selected.

❑ Write newsletter policies and procedures. (Refer to the Sample State NFIRS Procedure Manual Pages and Sample State NFIRS Policy Manual Pages in the Samples section of the Toolkit and Suggested Policies and Procedures in the Tools section of the Toolkit.)

❑ Write and distribute first issue.

Back to Top

Develop a Follow-On Training Plan

❑ Determine who will develop follow-on training.

❑ Identify person who will determine that follow-on training is needed.

  ❑ Individual should review reports generated by the support-tracking database on a regular basis and watch for multiple incidents relating to the same problem.

  ❑ Individual should monitor bug fixes and software changes/enhancements distributed by software vendor to identify topics that require training.

❑ Determine when follow-on training should be provided.

❑ Determine where and how follow-on training will be provided:

  ❑ Classroom instruction with hands-on exercises.

  ❑ Classroom presentations without hands-on exercises.

  ❑ Distribution of revised step-by-step instruction manuals (printed copies).

  ❑ Distribution of revised step-by-step instruction manuals (electronic copies).

  ❑ Short email messages distributed via email mailing list.

  ❑ Distribution of PowerPoint presentation with audio narration or written script.

  ❑ Other: _____

❑ Write policies and procedures for follow-on training. (Refer to the Sample State NFIRS Procedure Manual Pages and Sample State NFIRS Policy Manual Pages in the Samples section of the Toolkit and Suggested Policies and Procedures in the Tools section of the Toolkit.)

❑ Develop follow-on training as needed. (Refer to the Training section of the Toolkit for details.)

Back to Top

Develop a Code-A-Gram Distribution Plan

❑ Determine who will write Code-A-Grams.

	❑ Identify person who will determine that a Code-A-Gram is needed.

❑ Write Code-A-Gram distribution policies and procedures. (Refer to the Sample State NFIRS Procedure Manual Pages and Sample State NFIRS Policy Manual Pages in the Samples section of the Toolkit and Suggested Policies and Procedures in the Tools section of the Toolkit.)

  ❑ The review of reports generated by the support-tracking database on a regular basis to watch for a targeted, specific solution to a known data entry code or field problem.

  ❑ The monitoring of technical bulletins issued by the software vendor to identify a targeted, specific solution to a known data entry code or field problem.

  ❑ The monitoring of bug fixes and software changes/enhancements distributed by the software vendor to identify a targeted, specific solution to a known data entry code or field problem.

  ❑ The determination of when a Code-A-Gram should be distributed.

❑ Write and distribute Code-A-Grams in accordance with policies and procedures.

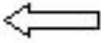**Back to Top**

Develop a Reference Material Distribution Plan

❑ Determine who will obtain and maintain reference materials.

❑ Write reference material distribution policies and procedures. (Refer to the Sample State NFIRS Procedure Manual Pages and Sample State NFIRS Policy Manual Pages in the Samples section of the Toolkit and Suggested Policies and Procedures in the Tools section of the Toolkit.)

  ❑ How reference materials will be obtained and maintained.

  ❑ How reference materials will be distributed.

  ❑ The establishment of a fee schedule, if applicable.

❑ Obtain, maintain, and distribute reference materials in accordance with policies and procedures.

Back to Top

Develop a System Policies and Procedures Plan

System policies and procedures are unique to your organization at the State, county, or department level. Those policies and procedures may need to be changed, and users must know that changes have occurred. They must also be able to access the revised policies and procedures in either paper or electronic format.

❑ Identify person responsible for the maintenance and update of system policies and procedures.

❑ Write policies and procedures for maintenance and update of the system policies and procedures. (Refer to the Sample State NFIRS Procedure Manual Pages and Sample State NFIRS Policy Manual Pages in the Samples section of the Toolkit and Suggested Policies and Procedures in the Tools section of the Toolkit.)

❑ Determine when policies and procedures will be updated.

❑ Determine how revised policies and procedures will be distributed to system users:

    ❑ Electronic copy distributed via email mailing list.

    ❑ Electronic copy posted on the Web page for viewing or downloading by users.

    ❑ Paper copies distributed by USPS.

    ❑ Other: _____

Back to Top

Budget To Support the Plans

❑ Develop a budget to support the above plans and systems and consolidate it with the budgets developed for all other aspects of NFIRS. (Refer to the Budget Items Table in the Tools section of the Toolkit and the Planning, Managing, Marketing, Using NFIRS Data, and Training sections of the Toolkit for additional NFIRS 5.0 budget items.)

Back to Top

Click on the Next arrow to go directly to the FAQs, or click on the buttons on the left side of this screen to access the other portions of this section of the Toolkit.

Programming Notes:
Locate the Print button on this screen. When the Print button is clicked, print the document SupportTaskList.doc. (**NOTE:** This document will be developed following review of the storyboards.)
Create hypertext links to the documents or Toolkit sections shown in blue and underlined in the Task List.
Make this a single scrollable page.
The bulleted section titles on the top of this page will function as buttons. When the buttons are clicked, take the user directly to the section of the page where the section begins.
Add Back to Top links at the end of each section to return the user to the top of the page.

Support				
USFA Logo	Main Menu	Help	Glossary	

Tutorial Menu	**Task List**	⇐

Task List

Support Task List for Organizations Using Third-Party Software   Print

FAQs

Use this Task List as a guide as you develop your ongoing support plan.

Manuals

- **Determine Which Ongoing Support Services You Will Provide**

- **Develop a Support-Tracking Database**

Samples

- **Develop/Use an NFIRS 5.0 Contact Database**

Tools

- **Review Vendor Help Desk Services**

Links

- **Develop a Local Help Desk Plan**

- **Review Vendor User Group Services**

- **Develop a Web Page Plan**

- **Develop a Group Email Message Capability Plan**

- **Develop a Newsletter Plan**

- **Develop a Code-A-Gram Distribution Plan**

- **Develop a Follow-On Training Plan**

- **Develop a System Policies and Procedures Plan**

- **Budget To Support the Plans**

You may scroll through the entire Task List or click on a topic above to go to the tasks related to that topic. Click on the hypertext links in the Task List to go directly to the online viewable version of the documents referenced in the Task List.

Determine Which Ongoing Support Services You Will Provide

SPECIAL NOTICE: Prior to signing a software purchase and support agreement with your third-party vendor, discuss the following support services with your vendor. As part of your vendor contract negotiations, determine which of the services the vendor will provide and exactly what the vendor-provided services include. You may find that you need to supplement the vendor's support services with support provided by your organization. Additional information relating to third-party vendor-supplied services is provided in each section below.

❑ Help desk

❑ User groups

❑ Web page

❑ Group email messages

❑ Newsletters

❑ Code-A-Grams

❑ Follow-on training

❑ Detailed policies and procedures. **NOTE:** These should be provided by program managers at all levels in the system. Refer to the Planning, Managing, Marketing, Training, and Using NFIRS Data sections of the Toolkit for detailed information.

Back to Top

Develop a Support-Tracking Database

Your vendor may provide a Help desk to handle all user problems relating to third-party software, and they should be using a support-tracking database to track user calls and problem resolution.

❑ Ask your vendor for regular reports on the number of Help desk calls placed by your organization.

❑ Find out how quickly, on average, the problems are resolved.

❑ Get the names of users in your organization that called the Help desk. Call some of those users and ask them if they were satisfied with the support provided by your vendor.

You may want to develop your own support-tracking database to track information requests, training scheduling requests, and problem resolution.

❑ Develop or purchase a database for tracking information requests, support calls, and problem resolution.

  ❑ Develop your own Help desk call-tracking database.

  ❑ Use the sample Support Database Design Document included in the Toolkit and modify it to meet your needs. (Refer to the Sample Support Database Design Document in the Samples section of the Toolkit.)

❑ Purchase Help desk call-tracking software from a vendor. (Refer to the Links to Help Desk Information Sites section of the Links section of the Toolkit for a comprehensive list of Help desk software vendors.)

❑ Write detailed policies and procedures for the use of the support database by the support staff. (Refer to the Sample State NFIRS Procedure Manual Pages and Sample State NFIRS Policy Manual Pages in the Samples section of the Toolkit and Suggested Policies and Procedures in the Tools section of the Toolkit.)

Back to Top

Develop/Use an NFIRS 5.0 Contact Database

In order to support the system, you will want to use a contact database to simplify communication with participants in the system.

❑ Develop an NFIRS 5.0 Participant Contact Database. (Refer to Sample Contact Database Design Document in the Samples section of the Toolkit. This is the same design document recommended for use in the Managing section of the Toolkit.) The database should give you the capability to:

❑ Track participating units (e.g., counties, departments, firehouses).

❑ Track points of contact at participating units (e.g., names, street addresses, email addresses, phone numbers, fax numbers).

❑ Track information about participating units (e.g., square-mile area protected, population served, number of calls, software used).

❑ Use database to set up USPS mailing lists and email mailing lists, and to make contact with units participating in the system quick and easy.

Back to Top

Review Vendor Help Desk Services

Find out if your third-party vendor provides a Help desk for system users. Use the checklist below to determine the scope and availability of the Help desk your vendor provides.

❑ Find out about the Help desk that is provided by your vendor.

❑ Where is the Help desk located?

❑ In which time zone is it located?

❑ What type of phone service is provided?

❑ Toll-free 800 number for users to call, free for all callers.

❑ Standard number for users to call, long distance for most callers.

❑ What hours is the Help desk available?

  ❑ Monday – Friday only

  ❑ 7 days a week

  ❑ Office hours only (8 to 5, 9 to 6, etc.)

  ❑ Extended hours (7 to 7, 7 to 9, etc.)

  ❑ Are the Help desk hours Eastern Standard Time, Central Standard Time, Mountain Standard Time, or Pacific Standard Time? How does that relate to your location?

❑ What is the cost of Help desk services?

  ❑ Service is included in the cost of initial software purchase for a specific period of time (e.g., 1 year, 6 months, 90 days).

  ❑ Service is included in the cost of maintenance and software upgrade contracts, which are renewed annually.

  ❑ Priced on a per-call basis charged to the calling unit.

  ❑ Priced on a per-call basis charged to the State, county, or department.

❑ Are all software-related problems handled by the Help desk?

  ❑ If No, what is excluded?

Back To Top

Develop a Local Help Desk Service Plan

(Refer to the Links to Help Desk Information Sites area in the Links section of the Toolkit.)

Problems that are not related to software use will need to be resolved by support personnel supplied by your organization (e.g., training scheduling, student transcript requests, questions relating to local or national NFIRS 5.0 policies and procedures). As a result, you may need to provide a limited Help desk function, perhaps a single person to field questions and provide information. Use this Task List to develop a limited Help desk service.

❑ Develop Help desk logistical plan.

  ❑ Identify Help desk location.

  ❑ Determine type of phone service you will use:

    ❑ Toll-free 800 number for users to call, free for all callers.

    ❑ Standard number for users to call, long distance for most callers.

❑ Determine Help desk availability hours.

   ❑ Monday – Friday only

   ❑ 7 days a week

   ❑ Office hours only (8 to 5, 9 to 6, etc.)

   ❑ Extended hours (7 to 7, 7 to 9, etc.)

❑ Develop Help desk staffing plan.

   ❑ Determine number of people needed.

   ❑ Write job descriptions.

   ❑ Identify personnel.

❑ Develop Help desk training plan. **NOTE:** It is better to train Help desk personnel thoroughly at the beginning. It saves time and effort in the long run and establishes Help desk staff credibility from the start.

   ❑ Customer service skills training. (Refer to the Sample Help Desk Staff Guidelines in the Samples section of the Toolkit.)

   ❑ Help desk policies and procedures training.

   ❑ NFIRS 5.0 policies and procedures training (e.g., national, State, county/department).

❑ Write Help desk policies and procedures.

❑ Acquire Help desk resources.

   ❑ Hire personnel.

   ❑ Train personnel.

   ❑ Acquire phone system and computers.

   ❑ Install and configure support call tracking software.

❑ Implement Help desk.

Back to Top

Review Vendor User Group Services

Your third-party vendor may provide support in the form of user groups. Find out about those groups by asking the following questions:

❑ What user groups are provided?

   ❑ A single group for all users.

- ❑ A group for data entry personnel and a group for administrative/management personnel who do validation and transaction file creation.
- ❑ Other group(s): _____
- ❑ None.
- ❑ What type of user group format is used?
  - ❑ Chat format during specific hours during the day.
    - ❑ Determine when chat will be conducted.
    - ❑ Identify chat room moderator.
  - ❑ List serve format where users write in questions and members are notified by email of each question that is posted.
  - ❑ Threaded discussion format where users go to discussion location whenever they want to read the questions, post a question, read responses, or post a response.
- ❑ How do users access the user groups?
- ❑ What user group policies and procedures are provided?
- ❑ How are users notified about the availability of the user group?

<u>**Back to Top**</u>

Develop a Web Page Plan

Your vendor may have a Web page devoted to software use information. You may want to develop a Web page that includes system-specific information relating to your State, county, or department. Use the following checklist to plan your Web page.

- ❑ Establish purpose and use of Web page:
  - ❑ Provide general information about using NFIRS 5.0.
  - ❑ List frequently asked questions (FAQs).
  - ❑ Provide links to other support sites.
  - ❑ Provide online copies of policies and procedures that can be viewed, printed, and downloaded.
  - ❑ List tips and tricks relating to NFIRS 5.0 use.
  - ❑ Other features: _____
- ❑ Identify technical staff member who has the skills necessary to set up and maintain the Web page.
- ❑ Identify computer resources, with Internet access, that can be used to host the Web page.

❑ Develop initial content for Web page.

❑ Have Web page developed.

❑ Set date for initial launch of Web page.

❑ Launch Web page.

❑ Write Web page policies and procedures. (Refer to the Sample State NFIRS Procedure Manual Pages and Sample State NFIRS Policy Manual Pages in the Samples section of the Toolkit and Suggested Policies and Procedures in the Tools section of the Toolkit.)

    ❑ Web page update frequency.

    ❑ Web page update and maintenance responsibilities.

❑ Send email messages to system participants announcing Web page launch and inviting them to visit the site.

Back to Top

Develop a Group Email Message Capability Plan

❑ Identify staff member with skills necessary to create an email mailing list for the email tool used by your organization (e.g., Outlook, Outlook Express, Eudora, etc.). (Refer to the Links to Email Information Sites section of the Links section of the Toolkit to learn about email information and services.)

❑ Determine how you want your list organized: All users, Data entry personnel, Administrative/management staff doing validation, Administrative/management staff creating transaction files, and Other categories.

❑ Determine who will maintain the email mailing list as new users are added, and how maintenance will be performed.

❑ Create the email mailing list.

❑ Write email mailing list use and maintenance policies and procedures. (Refer to the Sample State NFIRS Procedure Manual Pages and Sample State NFIRS Policy Manual Pages in the Samples section of the Toolkit and Suggested Policies and Procedures in the Tools section of the Toolkit.)

❑ Install a copy of the mailing list on support team members' computers.

Back to Top

Develop a Newsletter Plan

(Refer to the Sample Electronic State NFIRS Newsletter and the Sample Paper State NFIRS Newsletter in the Samples section of the Toolkit.)

Your third-party vendor may publish a newsletter dedicated to software use issues. You may choose to publish a newsletter that provides information of a more general nature about the system and how to use it.

❑ Determine who will write and edit the newsletter.

- ❑ Identify support staff member with skills and knowledge to serve as the newsletter editor.
- ❑ Identify newsletter content contributors.
- ❑ Write job descriptions for newsletter editor and contributors.

❑ Determine what type of newsletter you will produce:

- ❑ Electronic newsletter distributed via email mailing list.
- ❑ Electronic newsletter posted on the Web page for viewing or downloading by users.
- ❑ Paper newsletter distributed by USPS.

❑ Determine how often the newsletter will be published.

- ❑ Monthly
- ❑ Bimonthly
- ❑ Quarterly
- ❑ Other: _____

❑ Determine where newsletter will be printed if paper newsletter is selected.

❑ Write newsletter policies and procedures. (Refer to the Sample State NFIRS Procedure Manual Pages and Sample State NFIRS Policy Manual Pages in the Samples section of the Toolkit and Suggested Policies and Procedures in the Tools section of the Toolkit.)

❑ Write and distribute first issue.

Back to Top

Develop a Follow-On Training Plan

You may need to provide follow-on training if your vendor doesn't provide it. Your vendor may provide full-scale training classes but no upgrade or problem resolution training. If that is the case, you may need to develop short follow-on training modules to ensure that your system participants are well informed and well trained.

❑ Determine who will develop follow-on training.

❑ Identify person who will determine that follow-on training is needed.

- ❑ Individual should review reports generated by vendor's support-tracking database on a regular basis and watch for multiple incidents relating to the same problem.
- ❑ Individual should monitor bug fixes and software changes/enhancements distributed by third-party software vendor to identify topics that require training.

❑ Determine when follow-on training should be provided.

❑ Determine where and how follow-on training will be provided:

    ❑ Classroom instruction with hands-on exercises.

    ❑ Classroom presentations without hands-on exercises.

    ❑ Distribution of revised step-by-step instruction manuals (printed copies).

    ❑ Distribution of revised step-by-step instruction manuals (electronic copies).

    ❑ Short email messages distributed via email mailing list.

    ❑ Distribution of PowerPoint presentation with audio narration or written script.

    ❑ Other: _____

❑ Write policies and procedures for follow-on training. (Refer to the Sample State NFIRS Procedure Manual Pages and Sample State NFIRS Policy Manual Pages in the Samples section of the Toolkit and Suggested Policies and Procedures in the Tools section of the Toolkit.)

❑ Develop follow-on training as needed. (Refer to the Training section of the Toolkit for details.)

Back to Top

Develop a Code-A-Gram Distribution Plan

Your third-party vendor may issue Code-A-Grams – or something similar with a different name. If your vendor doesn't provide them, you may want to develop and issue them to your users to improve user satisfaction and ability to use the system.

❑ Determine who will write Code-A-Grams.

❑ Identify person who will determine that a Code-A-Gram is needed.

❑ Write Code-A-Gram distribution policies and procedures. (Refer to the Sample State NFIRS Procedure Manual Pages and Sample State NFIRS Policy Manual Pages in the Samples section of the Toolkit and Suggested Policies and Procedures in the Tools section of the Toolkit.)

    ❑ The review of reports generated by the support-tracking database on a regular basis to watch for a targeted, specific solution to a known data entry code or field problem.

    ❑ The monitoring of technical bulletins issued by the software vendor to identify a targeted, specific solution to a known data entry code or field problem.

    ❑ The monitoring of bug fixes and software changes/enhancements distributed by the software vendor to identify a targeted, specific solution to a known data entry code or field problem.

❑ The determination of when a Code-A-Gram should be distributed.

❑ Write and distribute Code-A-Grams in accordance with policies and procedures.

Back to Top

Develop a Reference Material Distribution Plan

Your third-party vendor may provide paper and/or electronic copies of the relevant software reference materials. You may or may not have a role in the distribution of these materials. Use this Task List if you will be distributing reference materials.

❑ Determine who will obtain and maintain reference materials.

❑ Write reference material distribution policies and procedures. (Refer to the Sample State NFIRS Procedure Manual Pages and Sample State NFIRS Policy Manual Pages in the Samples section of the Toolkit and Suggested Policies and Procedures in the Tools section of the Toolkit.)

❑ How reference materials will be obtained and maintained.

❑ How reference materials will be distributed.

❑ The establishment of a fee schedule, if applicable.

❑ Obtain, maintain, and distribute reference materials in accordance with policies and procedures.

Back to Top

Develop a System Policies and Procedures Plan

System policies and procedures are unique to your organization at the State, county, or department level. Those policies and procedures may need to be changed, and users must know that changes have occurred. They must also be able to access the revised policies and procedures in either paper or electronic format.

❑ Identify person responsible for the maintenance and update of system policies and procedures.

❑ Write policies and procedures for maintenance and update of the system policies and procedures. (Refer to the Sample State NFIRS Procedure Manual Pages and Sample State NFIRS Policy Manual Pages in the Samples section of the Toolkit and Suggested Policies and Procedures in the Tools section of the Toolkit.)

❑ Determine when policies and procedures will be updated.

❑ Determine how revised policies and procedures will be distributed to system users:

  ❑ Electronic copy distributed via email mailing list.

  ❑ Electronic copy posted on the Web page for viewing or downloading by users.

  ❑ Paper copies distributed by USPS.

  ❑ Other: _____

Back to Top

Budget To Support the Plans

❑ Develop a budget to support the above plans and systems and consolidate it with the budgets developed for all other aspects of NFIRS. (Refer to the Budget Items Table in the Tools section of the Toolkit and the Planning, Managing, Marketing, Using NFIRS Data, and Training sections of the Toolkit for additional NFIRS 5.0 budget items.)

Back to Top

⇐

Click on the Next arrow to go directly to the FAQs, or click on the buttons on the left side of this screen to access the other portions of this section of the Toolkit.

Programming Notes:
Locate Print button on this screen. When the Print button is clicked, print the document SupportTaskList1.doc. (**NOTE:** This document will be developed following review of the storyboards.)
Create hypertext links to the documents or Toolkit sections shown in blue and underlined in the Task List.
Make this a single scrollable page.
The bulleted section titles on the top of this page will function as buttons. When the buttons are clicked, take the user directly to the section of the page where the section begins.
Add Back to Top links at the end of each section to return the user to the top of the page.

Support				Screen	3.0

Support			
USFA Logo	**Main Menu**	**Help**	**Glossary**

Tutorial Menu	**FAQs** ⇐ ⇒
Task List	The following frequently asked questions and answers relating to NFIRS support may help you establish NFIRS support services. [Print]
FAQs	**You may scroll through the entire list of questions or click on a question below to display the answer. Click the Print button to print the FAQs.**
Manuals	• **Why should I set up multiple NFIRS support services?**
Samples	• **Is a support-tracking database really necessary?**
Tools	• **Can't my third-party vendor provide all of the support needed by my organization?**
Links	

	Why should I set up multiple NFIRS support services?	Multiple support services are more effective than a single service type because they supplement and support each other. For example, the Help desk takes care of users who call in with problems or issues. A newsletter or group email message reaches users having the same problem who don't call in.
	Back to Top	
	Is a support-tracking database really necessary?	A support-tracking database helps you build credibility with your customers (i.e., the NFIRS users). All calls are tracked, solutions are provided, and no questions remain unanswered. The database helps prevent "lost" calls and maintains customer satisfaction.
	Back to Top	
	Can't my third-party vendor provide all of the support needed by my organization?	Your third-party vendor may provide a software Help desk to deal with problems and issues related to the use of the software. The organization needs support in areas beyond software use including: • Local policies and procedures. • Organizational information requests. • Training transcripts. • Training scheduling.
	Back to Top	⇐ ⇒

Click on Next to go directly to the Manuals, or click on the buttons on the left side of this screen to access the other portions of this section of the Toolkit.

Support	**Screen 3.0a**

Programming Notes:
Locate the Print button on this screen. When the button is clicked, print the document SupportFAQs.doc
(**NOTE:** This document will be developed following review of the storyboards.)
Make this a single scrollable page.
The bulleted questions on the top of this page will function as buttons. When the buttons are clicked,
take the user directly to the section of the page where the question begins.
Add Back to Top links at the end of each answer to return the user to the top of the page.

Support				
USFA Logo	Main Menu	Help	Glossary	
Tutorial Menu	**Manuals** ⇦ ⇨			
Task List	No manuals are referenced in this section.			
FAQs				
Manuals				
Samples				
Tools				
Links				
	⇦ ⇨			

Click on Next to go directly to the Samples, or click on the buttons on the left side of this screen to access the other portions of this section of the Toolkit.

Support				
USFA Logo	Main Menu	Help	Glossary	
Tutorial Menu	**Samples** ⇐ ⇒			
Task List	**Click on the icons to the right of the samples shown below to view or download a copy.**			
FAQs	**Left click on the [Word] [Excel] [PDF] icon to view the document.**			
	Right click on the [Word] [Excel] [PDF] icon and select 'Save As' to save a copy of the file on your hard drive.			
Manuals	**Sample Support Database Design Document** Sample database design document containing fields and pull-down lists to facilitate collection of data relating to Help desk calls. Use this design document as a starting point in developing your own support database.			**Word Icon SupportDBFieldDefinitions.doc 110KB**
Samples				
Tools	**Sample Contact Database Design Document** Sample database design document containing fields and pull-down lists to facilitate collection of data about NFIRS points of contact in your organization. Use this design document as a starting point in developing your own contact database.			**Word Icon POCDBFieldDefinitions.doc TBD**
Links				
	Sample Support Database Procedures Sample procedure for entering information about a Help desk call into the support-tracking database. Use this document as a starting point when developing Help desk procedures.			**Word Icon SupportDBProcedures.doc 105KB**
	Sample Support Desk Staff Guidelines Sample guidelines for staff members manning the NFIRS Help Desk. Use this document as a starting point when developing your NFIRSHelp Desk..			**Word Icon SupportGuidelines.doc 102KB**
	Sample State NFIRS Newsletters Sample newsletter from the States of Nevada and Virginia in Word format. Take a look at these newsletters to see how other States communicate information about NFIRS in newsletter format.			
	Sample Newsletter from the State of Nevada			**Word Icon NevNewsltr.doc 437KB**
	Sample Newsletter from the State of Virginia			**Word Icon VaNewsltr.doc 29KB**

Support	Screen 5.0a

Sample State NFIRS Procedure Manual Pages Sample pages showing how NFIRS data flow is conducted and controlled. You may want to use these pages as a guide when preparing your own procedure manual.	
City and County of Honolulu NFIRS 5 Guide	**Word Icon NFIRS 5 Guide.doc 509KB**
City and County of Honolulu Advanced EMS Guide	**Word Icon AdvancedEMSGuide.doc 165KB**
Sample State NFIRS Policy Manual Pages Sample pages showing NFIRS policies relating to data flow. You may want to use these pages as a guide when preparing your own policy manual.	
City and County of Honolulu NFIRS Policy	**Word Icon NFIRSPolicy.doc 46KB**
State of Nevada NFIRS Policy	**Word Icon NRS-NAC.doc 21KB**

Click on Next to go directly to the Tools, or click on the buttons on the left side of this screen to access the other portions of this section of the Toolkit.

Programming Notes:
When clicked, the View and Download buttons display the following documents or set up download of the documents shown.

Support	Screen	6.0

Support				
USFA Logo	Main Menu	Help	Glossary	

Tools

Click on the icons to the right of the samples shown below to view or download a copy.

Left click on the [Word] [Excel] [PDF] icon to view the document.

Right click on the [Word] [Excel] [PDF] icon and select 'Save As' to save a copy of the file on your hard drive.

Tutorial Menu	
Task List	
FAQs	

Manuals	**Suggested Policies and Procedures** Detailed list and description of policies and procedures you may want to write and distribute when you implement NFIRS 5.0.	**Word Icon Policies.doc 141KB**
Samples		
Tools	**Staffing Resources Tables** Tables that list key roles and responsibilities needed to assemble your NFIRS 5.0 planning implementation team and your implementation team. You can use these tables when identifying your staffing team members and as a starting point in writing job descriptions.	**Word Icon Staffing.doc 135KB**
Links		
	Budget Items Table Table that identifies and describes key items to be included in the budget. You may want to use this table when putting together your budget for NFIRS 5.0 implementation.	**Word Icon Budget.doc 108KB**

Click on Next to go directly to the Links, or click on the buttons on the left side of this screen to access the other portions of this section of the Toolkit.

Programming Notes:
When clicked, the View and Download buttons display the following documents or set up download of the documents shown.

Support				
USFA Logo	Main Menu	Help	Glossary	
Tutorial Menu	**Links** ⇐ ⇒			

Links

This page contains a number of links you may find useful in developing support services.

Click on a link to display the identified Web site. You may scroll through the entire list or click on a topic heading below to go to the links related to that topic. The Web site will be displayed in a new browser window. These links are also included in the printable NFIRS 5.0 List of Manuals, Documents, and Links in the Tools section of the Toolkit.

- **Links to Specific NFIRS Site Pages**
- **Links to NFIRS-Related Organizations**
- **Links to Help Desk Information Sites**
- **Links to Email Information Sites**

Tutorial Menu sidebar items:

Task List

FAQs

Manuals

Samples

Tools

Links

Links to Specific NFIRS Site Pages

NFIRS 5.0 Support Center This link to the NFIRS 5.0 Web site links directly to the NFIRS 5.0 Support Center (NSC), which offers consolidated national Help desk support on questions pertaining to all aspects of the National Fire Incident Reporting System.	http://www.usfa.fema.gov/nfdc/nfirs-help.htm
NFIRS News Page This link to the NFIRS 5.0 Web site links to the latest information about NFIRS 5.0 updates, releases, bug fixes, etc.	http://www.nfirs.fema.gov/news.htm

Back to Top

Links to NFIRS-Related Organizations

National Fire Information Council This link to the NFIC Web site provides information about the NFIC and NFIC members. It also provides links to email assistance on NFIRS technical and coding questions.	http://www.nfic.org

Back to Top

	Links to Help Desk Information Sites
	Helpdesk.com Link to Helpdesk.com Web site. This site includes Help desk software vendors, publications, articles, and other resources you may find helpful when setting up and running your Help desk.	http://www.helpdesk.com
	Help Desk Institute Link to the Help Desk Institute Web site with links to Help desk resources including conferences, articles, and Web sites. This site includes resources that are free and for sale. Check out this site to gather information about Help desk operations, software, and training.	http://www.helpdeskinst.com
	Help Desk 2000™ Link to the Help Desk 2000™ Web site. Contains information, both free and for sale, relating to all aspects of the support industry. Follow the links on this page to read the support tip of the week or to view other support-related information sources. Click on the Media Center and Info Source buttons to view published articles.	http://www.helpdesk2000.org/about/index.html
	ASPonline.com Link to the Association of Support Professionals Web site. Check out this site for links to support-related reports, directories, and a library of articles and publications (both free and for sale) relating to support issues.	http://www.asponline.com
	Improving Teamwork in a Support Organization Detailed article discussing team-building skills in a support organization. Review this document to get ideas for policies, procedures, and training.	http://www.asponline.com/teamwork.html
	An Engineer's Guide to Field Support Soft Skills: Ten Tips on Effective User Interaction Detailed article providing tips for customer service personnel. Review this document to get ideas for policies, procedures, and training.	http://www.asponline.com/10tips.html
	Back to Top

Support	Screen 7.0b

	Links to Email Information Sites	
	About.com Email Site Link to the About.com site with links relating to all aspects of email. Check this site to find out about email software vendors, email providers, and list serves.	http://email.about.com/internet/email/
	Back to Top	⇐ ⇒

Click on Next to continue.

Programming Notes:
Make this a single scrollable page.
The bulleted section titles on the top of this page will function as buttons. When the buttons are clicked, take the user directly to the section of the page where the section begins.
Add Back to Top links at the end of each section to return the user to the top of the page.
When any Internet link on this page is clicked, open a new browser window to display the link.