GOVERNMENT USE CASE

VERTICAL: GOVERNMENT

TOPIC: FIRE DEPARTMENT

POTENTIAL CHALLENGE:

- Server downtime interferes with the ability of the fire department to utilize Patient Care Reporting (PCR) programs, impacting the patient care provider to properly diagnosis and treat the patient
- Emergency power source outages
- Difficulty maintaining required education courses without utilizing online training software and applications
- Inability to plan for future disasters using online-based GIS applications

POTENTIAL SOLUTION:
NAGIOS XI

POTENTIAL RESULTS:

- Patient Care Reporting (PCR) programs are performing to their full potential, therefore allowing patient care providers immediate access to incident and Patient Care Reports
- Emergency power source outages are extensively monitored, ensuring optimal performance
- Fire service personnel are able to maintain the skills and knowledge necessary to efficiently perform their job
- Coverage areas during natural disasters are effectively covered and monitored

THE CHALLENGE

Information technology has become a critical component in the success of fire departments. As technology continues to evolve, departments rely heavily on utilizing the internet for reporting, training, and community announcements. When server outages occur, the ability of fire departments to transmit pertinent patient information utilizing the Patient Care Reporting (PCR) programs to medical facilities is impacted, delaying patient assessments and medical personnel properly treating and diagnosing a patient. In the event there's an emergency power source outage, important electrical systems that are essential for the safety of human life are in jeopardy.

Additionally, fire service personnel are expected to maintain the necessary skills and abilities to carry out their job responsibilities. Departments have begun to rely on online-based training programs which simulate emergency accidents and provide completion certifications. Firefighter training is crucial to a department's effectiveness and with the inability to complete training programs, emergency response may be impacted.

Furthermore, fire departments are dependent upon internet services when planning and preparing for natural disasters. With the use of Geographic Information Systems (GIS), fire departments can identify flood plains, risk zones and coverage areas that may be impacted during an emergency. Without access to this critical information, emergency officials lose the capability of relaying this critical information to emergency responders.

First responders are required to be able to respond to the worst tragedies in record time. This requirement requires all of their IT systems and mobile units to be 100% ready to go at a moment's notice.

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THE SOLUTION

Emergency responder preparedness consists of planning, training, equipping, and taking corrective action in an effort to ensure readiness and coordination during incident responses. Immediate notification of website and system outages is imperative to the department's effectiveness, operational efficiency, and speed of response.

By deploying Nagios XI, emergency responders can benefit from Nagios' comprehensive monitoring and alerting capabilities and be prepared before the next disaster hits. Nagios XI extensively monitors critical components of fire departments, ensuring optimal server performance and minimal power outage downtime. IT staff can effectively manage alerts, resolving problems more quickly, lessening the impact of outages or potentially resolving problems before they occur.

THE RESULT

With proactive IT management, emergency responders are able to effectively perform the duties of their job by monitoring internal servers and enhancing IT staff's access to relevant information. Overcoming the challenges of a fire department's IT infrastructure enables the department to run efficiently during outages and maintain effective coverage during natural disasters.