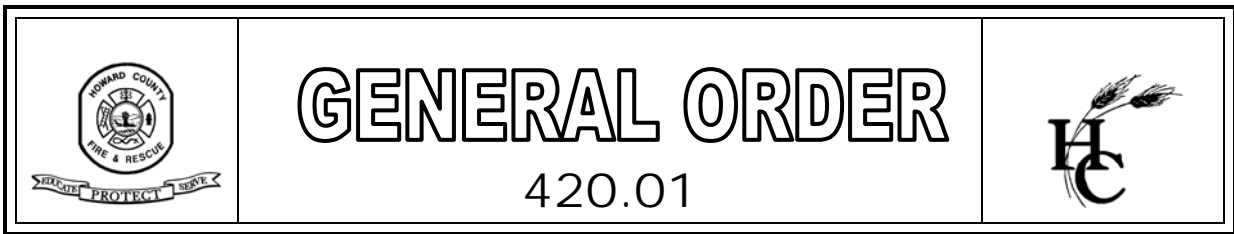


DEPARTMENT OF FIRE AND RESCUE SERVICES



Originating From	Issue Date	Revision Date	Attachments
Bureau of Logistics	12/19/2007	9/28/10	N/A

SUBJECT: Network Account Creation

APPLICABILITY: All Personnel

POLICY:

This policy provides all personnel with the current procedure for the creation of new Howard County Department of Fire and Rescue Services (DFRS) computer network user accounts.

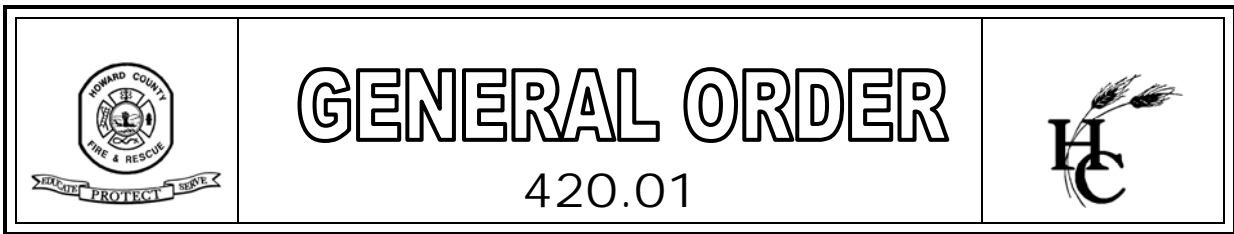
GENERAL

- 1 E-mail is a primary means of communication in the current DFRS environment. All employees of DFRS shall have an e-mail account and shall check the account for new messages each workday.
- 2 An e-mail account shall be created for any active line or administrative volunteer firefighter who requests an account. All active volunteers are encouraged to obtain a County e-mail account and regularly check for messages.
 - 2.1 Volunteer users who have an e-mail account are expected to use it on a regular basis.
 - 2.2 E-mail accounts have an associated licensing cost, so unused accounts will be periodically purged. This will occur no more often than 90 day intervals, and the Volunteer Chief will be notified if the account belongs to a corporate volunteer member.
- 3 All users are subject to the provisions of the Howard County Government "Use of Communications Systems" policy found in the Howard County Employee Manual (http://172.16.64.117/Docs/Policy/400.3_3.12.10.pdf).
- 4 The Use of Communication Systems, Acknowledgement Form will be signed upon creation of the e-mail account. This form is part of the policy referenced in item 3 above. Users may print page 6 of the policy to obtain a copy of the form. The form must be forwarded to the Bureau of Administrative Services for inclusion in the appropriate employee personnel file and to allow the newly created account to be added to the appropriate address group(s). Signed copies from volunteer members will be sent to the appropriate chief.

ACCOUNT CREATION FOR DFRS EMPLOYEES

- 5 The new employee's supervisor shall initiate a request for login credentials to the IMS Help Desk system as-soon-as-possible after the employee accepts the position, and prior to the employee's start date.
- 6 For new recruit firefighters, accounts will be created during the recruit academy.

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- 6.1 Training academy staff shall submit a request to the IMS Help Desk system and provide a list of names and FDID numbers to the Technology & Communications staff.
- 6.2 Technology & Communications staff will then provide the login credentials to the Training Academy staff for dissemination to the recruits.

ACCOUNT CREATION FOR VOLUNTEER FIREFIGHTERS

- 7 Volunteer firefighters needing login credentials for the network, Fire Records Management System (FireRMS) and e-mail should contact a line or administrative officer in the volunteer company.
 - 7.1 If the volunteer company has a procedure in place for requesting new accounts, that procedure should be followed.
- 8 The line or administrative officer should submit a request to the IMS Help Desk system. This request should include which accounts are requested (network, e-mail, FireRMS), the name and FDID number, the volunteer company, and a contact method for the new account user. The preferred method of contact is a personal e-mail account. A telephone number is also acceptable.
- 9 Technology & Communications staff will then contact the new account holder and provide login credentials. If no method of contact is provided, the default method of contact will be a memo containing the login credentials addressed to the new account holder care of his/her assigned fire station.

Approved:



Jeffery G. King
Deputy Chief, Support Services Command