

State of California
CALIFORNIA GOVERNOR'S OFFICE OF EMERGENCY SERVICES
Fire and Rescue Division

OPERATIONS BULLETIN #44

SUBJECT: CALIFORNIA FIRE AND RESCUE MUTUAL AID SYSTEM iPADS

PURPOSE

To provide all California Governor's Office of Emergency Service fire apparatus with a mobile technology device to support the response to mutual aid requests.

BACKGROUND

The use of technology in emergency response has proven valuable for situational awareness and access to critical information while maximizing first responder effectiveness.

AUTHORITIES AND/OR REFERENCE

California Fire Service and Rescue Emergency Mutual Aid System

DEFINITIONS

California Fire and Rescue Coordination Center or CFRCC: The State's central point of contact for the mobilization of fire and rescue personnel and resources through the Fire and Rescue Mutual Aid System.

Electronic Communications: Any transfer of signs, signals, writings, images, sounds, data, or intelligence that is created, sent, forwarded, replied to, distributed, broadcast, stored, held, copied, downloaded, displayed, viewed, read, printed, or otherwise transmitted in whole or in part by a wire, radio, electromagnetic, photoelectronic, or photocopy system. This term expressly includes, but is not limited to, emails, attachments to emails, text messages, recorded voicemail messages, web site visited, computer files, and data files sent over the intranet or Internet, or sent by wired or wireless communication.

Internet: The world-wide system of interconnected computer networks that consists of millions of private, public, academic, business, and government networks linked by a broad array of electronic and optical networking technologies.

Mobile Device: any device that can be easily transported and has the capability to store, process, or transmit data, including, but not limited to hybrid/ convertible laptops, smartphones, tablets, tablet PCs, portable hard drives, and USB flash drives.

Stored Electronic Communication: Any temporary or intermediate storage of a wire or electronic communication incidental to the electronic transmission thereof; any storage of an electronic communication for purposes of backup protection of such communication; and any other storage, retention, backup, or archiving of an electronic communication, whether accident, incidental or purposeful, utilizing an electronic storage medium.

GUIDANCE

This Operations Bulletin provides guidelines for the use of Cal OES issued iPads and the use of this computer system for emails, files, data, software, images, text messages, electronic communications, and stored electronic communications. This Operational Bulletin also clarifies the user's expectation of privacy as it relates to the workplace use of computers, emails, files, data, software, images, text messages, electronic communications, and stored electronic communications.

Procedure

All Cal OES Fire and Rescue apparatus shall be equipped with one iPad for daily and emergency use.

iPads will be preloaded with software as approved by the Fire and Rescue Chief.

Uses and Limitations

Inappropriate activities could expose Cal OES to risks such as virus attacks, network intrusions intended information disclosures, and operational disruption. Examples of inappropriate use include:

- Introducing malicious programs onto any device connected to the Cal OES network
- Downloading or distributing restricted media in violation of copyright laws, including but not limited to movies, music, books, and software.
- Accessing, copying, altering, or disseminating information for which the user does not authorization or a business need.

Users must report all lost or stolen mobile devices to the [CFRCC](#) immediately. If a user suspects unauthorized access on their mobile device, they shall contact the [CFRCC](#) immediately. Users shall not remove any applications used by Cal OES Voice Services to manage and maintain mobile devices. Users shall not store personal data or information on the assigned mobile device. Users shall keep the assigned mobile devices up to date with manufacturer updates and security patches.

Users shall take special precautions to protect the device from damage, theft, or loss. Users shall only load data essential to the duties and role on to their mobile device. Applications essential to the duties and roles can be requested through [Cal OES Voice Services](#).

The computer system, Cal OES computers and hardware, the intranet, and access to the Internet provided by the Cal OES, may not be used by the user for personal gain, including personal businesses, but rather is available to enhance the service that the fire service provides to the public.

The Cal OES reserves the right to examine, monitor, intercept, review, copy, store, save, and forward to third parties any and all electronic communications sent or received over the fire department computer system, as well as any stored electronic communication or other files stored on Cal OES computer, hard drive, memory device, or storage medium. The failure of Cal OES to exercise its rights under this section, shall not constitute a waiver of these rights.

Users are advised that they have no expectation of privacy in any electronic communication, stored electronic communication, file, image, sound, message, web site visited, or other action or activity while working on a fire department computer, or while using any other computer, cellular telephone, or electronic device that is accessing the fire department computer system, including while accessing the Internet through Cal OES's computer system.

Users are advised that they have no expectation of privacy in any electronic communication, stored electronic communication, file, image, sound, or message contained on a portable memory device such as a hard disk, flash drive, memory card, CDROM, DVD, or other media that is attached to/accessible by a Cal OES computer, or is attached to/accessible

Users are responsible for any information that they view, access, generate or distribute through the Cal OES computer system.