

# Los Angeles City Fire Department

# DEPARTMENTAL

# BULLETIN

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December 7, 2007

TO: All Members

FROM: Emile W. Mack, Deputy Chief, Operations

SUBJECT: **LOS ANGELES FIRE DEPARTMENT  
INFORMATION PORTAL EVALUATION PROGRAM**

On December 7, 2007, the Los Angeles Fire Department (LAFD) launched a six-month evaluation program to introduce the LAFD Information Portal. The LAFD Information Portal is in accordance with the Board of Fire Commissioners' April 25, 2006 Audit Action Plan (AAP). The AAP addresses the need to improve management practices by focusing on four main performance areas:

- ♦ Leadership and Communication
- ♦ Complaint and Disciplinary Process
- ♦ Human Relations Issues within the LAFD Workplace
- ♦ Recruit Training and Retention of Women (Recruit Training Academy)

Implementation of the LAFD Information Portal will partially address the performance area of Leadership and Communication practices within the Department to improve the Department's ability to effectively communicate. It will expand and enrich communication with all members and enable a two-way communication system.

The LAFD Information Portal website system will ensure all LAFD members that communication, information and messages will be disseminated and received from a single information source. This portal will eventually become the single access point for all Department information. It will include Department reference materials, special notices, information notices, links to other sites, messages from the Fire Chief, etc.



In order to fully test the application for effectiveness, a six-month evaluation program is vital and will require participation by all members.

### **Access the LAFD Information Portal**

To access the LAFD Information Portal, click onto the "Internet Explorer" icon on your desktop computer and type the name "**LAFDWeb**" to bring up the LAFD Information Portal. This site will enable the end user to navigate through the LAFD Information Portal Homepage and access current information. The LAFD Information Portal is the primary portal site that should be utilized for all Department members. Hyperlinks have been provided on the LAFD Information Portal site for the end user.

Utilize the "Website Tutorial" to learn what the site capabilities can offer. Inside the LAFD Library page, learn detailed information on "how to utilize the library" by clicking the "Quick Start Guide."

### **Goals**

The six-month evaluation program will introduce members to the LAFD Information Portal and allow the Department to test the software for usability. The goals of the six-month evaluation program are to:

- Identify areas that need improvement (layout, design, functionality, format )
- Update the Department library and reference materials
- Establish a two-way communication between the Administration and Department members
- Collect qualitative and quantitative data
- Conduct qualitative and quantitative analysis

### **Implementation of LAFD Reference Library**

The Planning Section with input from the Management Information Systems Division (MIS) and Department members is in the process of updating, introducing and completing an electronic library and information source for the Department. While solving many communications problems, modern technology has produced unique challenges with respect to updating the Manual of Operation as it exists today. In addition to trying to keep the Department library updated, the Department has identified a need for a central location for members to use for reference material and other web-based information.



The current Manual of Operation needs changes in many areas and requires updating. With the implementation of the LAFD Information Portal, the Department will be able to make the necessary changes in a timely manner. The process to make all the possible updates within a six-month period is a challenging task, but, with the assistance from Department members, we are optimistic that the Manual of Operation will be current in the near future.

All library reference material found in the LAFD Information Portal during the evaluation program shall not be construed as the "official library." The intent of the evaluation program is to introduce and test the ability to access information electronically and create an open communications site for all members of the LAFD.

**Until further notice, current Department libraries shall be considered the most recent material and information for testing and promotional examinations. The Administration will make a determination in the future when the electronic library will supersede the current Department library and transition into the official Department library. When the electronic library transitions into the official Department library, notification will be made to all members.**

#### **Two-Way Communications**

All members are encouraged to visit the LAFD Information Portal, view its contents, and forward narrative recommendations, suggestions, and revision changes to the Department library via e-mail to [LAFDPLANNING@LACITY.ORG](mailto:LAFDPLANNING@LACITY.ORG). All comments and suggestions should be self-explanatory and submitted in plain text

The Department is aware that e-mail accounts are not established for all members of the LAFD. If desired, comments may be submitted from personal e-mail addresses.

#### **Department Information Folder/Department Status Briefing**

All information inside the desktop Department Information and Department Status Briefing folders will continue to be accessed using the desktop icons. It is the Department's intent to transfer the Department Information and Department Status Briefing material into the LAFD Information Portal during the early phase of the evaluation period.

**Conclusion**

The overall intent of the LAFD Information Portal is to have an effective electronic communications system for all members, and to eventually have a Department library paperless. Currently, all members have access to the hard copy library for information; however, this will be phased out in the future.

All members should be reminded this is the inception phase of the LAFD Information Portal and our Department will need the support and suggestions of all members. Your input will assist the Department in improving its ability to communicate and disseminate information to all members.



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EMILE W. MACK, Deputy Chief  
Commander of Operations

EWM:PLNG:DB07-12

Attachment

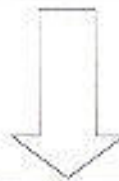
## Flow Chart LAFD Information Portal Evaluation Program

**LAUNCH**  
of the  
**LAFD INFORMATION PORTAL EVALUATION PROGRAM**  
December 7, 2007



### Evaluation Program

- Update Manual of Operation
- Implementation and update of the Reference Library
- Department Information folder moved to the Information Portal
- Department Status Briefing folder moved to the Information Portal
- Improve 2-way communication (e-mail) with members
- Improve layout, design, functionality, format, etc.
- Collect data from Information Portal Poll



**CONCLUSION**  
of the  
**LAFD INFORMATION PORTAL EVALUATION PROGRAM**  
June 7, 2008