

Implementation Plan

Joshua Williams

FESA - 335

The fire service is very rich in tradition. It is sometimes hard for firefighters to accept change. The implementation of a new technology or policy can be difficult. In order to appropriately implement a new technology the firefighter needs to focus on four main categories. These categories are: researching the product, presentation and committee development, the training group, and the point of implementation.

The research category is one of the most important aspects. This category is where the firefighter gathers information on the product. The first key task is to decide what exactly they are trying to implement. For example if they want to get new thermal imagers, they need to decide exactly which ones they want and how many they want. While doing the research they need to also decide if there is an actual need for the new product within the department.

If there is a need to implement the product, the researching firefighter needs to focus a specific part of their research on how this new technology will change the departments operations and tactics. After the research has been complete the firefighter needs to write up a proposal including all information on the new product. After the decision has been made to try and implement the technology they then need to bring the proposal to the committee.

The firefighter who has completed the research and the proposal will submit it and do complete presentation to the committee. The proposal and presentation need to outline all of the information on the new product. This information will include everything from the total cost of the product, the training the will need to be completed and even to the standard operating guidelines, and standard operating procedures that will be put in place after the product is accepted. The committee will then review the information presented and decide if the new product will be added to the district. After the decision has been made to bring on the new product the training group needs to get involved.

When a new product is introduced the decision needs to be made if the department is going to use a third party to conduct the training or if they are going to do the training in-house. This will also depend on the size of the product. For example if the department gets new thermal imagers they may be able to send out a slide show via email and have each shift do their own training while on shift. If the department decides to implement a larger product such as the Glanser System they will probably have a representative from Glanser come in and train the department in order to ensure all aspects of the new technology are understood and all questions get answered appropriately.

Training of all line-personnel is vital. Depending on the size of the department this process can take weeks and up to multiple months to complete. Some departments may choose to send officers to seminars to complete the training

and then return to the department to share their newfound knowledge of the product to their subordinates. This can save money but also cause problems because they officers may not be proficient and have all knowledge about the new product.

Before the product is fully implemented a skills proficiency check-off needs to be completed on each and every firefighter. This ensures the member has the knowledge and skill level to use that product as it is intended. If the product is determined to be too small for a skills proficiency check-off, an officer will ensure their subordinates are fully trained prior to using the new product. Training is a vital key in the fire service. If a firefighter does not fully understand the tools they are using they can put themselves and others in danger.

After training has been complete the product can fully be implemented into the department. New standard operating guidelines and standard operating procedures need to be wrote and sent out to each member. These need to be signed as acknowledgment of the implementation of the new product. Each and every member needs to help see if this product is actually a good fit for the agency. The main question is if this new product will actually improve the department. The members need to be able to express their concerns and opinions about the product freely without any negative repercussions.

The implementation of any new technology or policy can be difficult. The fire service is a team. It takes each and every member of that team to fully and correctly implement a new product. The full implementation process can be very lengthy. This process can take up to multiple years to complete from the original research phase to the full implementation phase.

Works Cited

Folkestad, E. James, (2013). Diffusion of Innovation. PowerPoint

Theil, A. K., & Jennings, C. (2012). *Managing Fire and Emergency Services*. ICMA
Preece.

Wikipedia, (2013). *Diffusion of innovations*. Retrieved from
http://en.wikipedia.org/wiki/Diffusion_of_innovations