

# SOFTWARE MAINTENANCE AND UPGRADE PROCESS

FireWorks is a cloud-based solution designed for minimal disruption during updates while maintaining a 99.9% uptime rate. All software maintenance, patches, and upgrades are handled by EPR Systems' in-house development and operations teams, ensuring version control and system stability across all deployments.

The platform is continuously updated to remain compliant with evolving standards, including:

- **NFIRS 5.0**
- **NEMSIS 3.5**
- **NERIS** (in alignment with U.S. Fire Administration transition timelines)
- **HIPAA** (for EMS and patient data security)
- **NIST Cybersecurity Framework**

Routine updates are scheduled outside of peak usage hours and typically require no downtime. Major version releases are communicated in advance, with release notes and optional overview sessions. EPR will manage all upgrade activities for the Waukesha Fire Dept, including deployment, backend validation, and performance testing—requiring no technical effort from WFD internal IT resources.

## 6. IMPLEMENTATION MILESTONES AND PROJECT TIMELINE

EPR Systems will manage the implementation of the FireWorks RMS platform through a structured, phased approach that emphasizes configuration accuracy, data integrity, and minimal operational disruption. Waukesha Fire Dept will be assigned a dedicated project manager who will serve as the central point of contact throughout the engagement.

The implementation process is expected to take approximately **12–16 weeks** from kickoff to go-live, depending on Waukesha Fire Dept scheduling availability for discovery, training, and review milestones.

## Implementation Phases

**Project Kickoff:** Virtual kickoff meeting with Waukesha FD. to review goals, confirm scope, and establish communication cadence.

**Discovery & Configuration:** EPR will meet with department leads and subject matter experts to gather requirements for configuration (incidents, inspections, personnel, inventory, and scheduling). A sandbox environment will be configured for Cities review.

**Data Migration & Integration:** EPR will perform test and final imports of prioritized legacy data, with Waukesha FD providing access and validation input. CAD and interface connections (e.g., Cardiac Monitor ESRI/ GIS) will be configured and tested.

**Training:** EPR will deliver role-based training for administrators and end users, coordinated by Waukesha FD designated internal leads.

**System Testing & Acceptance:** Final validation and functional checks will be conducted jointly. Waukesha FD will confirm readiness to launch.

**Go-Live & Stabilization:** Transition to production environment with real-time support and final adjustments as needed.

**Post-Go-Live Support:** Continued availability of EPR's support team, including refresher training and configuration tuning.

## Estimated Timeline

| Phase                     | Deliverable                                       | Timeframe    |
|---------------------------|---|--------------|
| Project Kickoff           | Kickoff meeting and scope alignment               | Week 1       |
| Discovery & Configuration | Requirements gathering + sandbox setup            | Weeks 2–3    |
| Data Migration            | Mapping, test imports, validation                 | Weeks 3–5    |
| Interface Integration     | CAD/ Cardiac Monitor /ESRI setup and testing      | Weeks 4–6    |
| Training                  | Admin and end-user sessions                       | Weeks 6–8    |
| Testing & Go-Live         | Final system validation and production transition | Weeks 9–10   |
| Post-Go-Live Support      | Stabilization and optional refresher training     | Weeks 11–12+ |

## 7. ROLES AND RESPONSIBILITIES EXPECTED OF THE CITY

To ensure a timely and effective implementation, Waukesha FD is expected to provide the following:

- Designate a **primary point of contact** for internal coordination and feedback
- Facilitate **access to legacy systems** and data (e.g., FireWorks RMS, 9th Brain)
- Coordinate availability of **staff for discovery meetings, training, and testing**
- Participate in **review of migrated data** and configuration
- Support **interface testing** with CAD and external devices
- Identify and assign **internal champions** for long-term ownership of modules

EPR will provide project leadership, technical configuration, data migration, training, and full post-launch support throughout all phases.

| Activity / Milestone               | EPR | City of Waukesha | City Effort Level |
|------------------------------------|-----|------------------|-------------------|
| Project Kickoff Meeting            | YES | YES              | Low               |
| Configure, SaaS System Setup       | YES | YES              | Low               |
| Data Migration and Interface Setup | YES | YES              | Moderate          |
| Testing                            | YES | YES              | Moderate          |
| Production Launch – Go-Live        | YES | YES              | Low               |



## 8. ISSUE ESCALATION AND RESOLUTION PROCESS

EPR Systems follows a structured, tiered approach to monitor, escalate, and resolve issues throughout the project lifecycle. The objective is to ensure rapid response, transparent communication, and minimal disruption to Waukesha FD operations.

### Issue Monitoring and Tracking

All project-related tasks and support requests are logged and monitored in a centralized project tracking system. The assigned EPR project manager will oversee issue capture, prioritization, and resolution, with weekly status meetings to review open items and timelines.

### Escalation Tiers

| TIER   | RESPONSIBLE ROLE               | EXAMPLE ISSUES                               | RESPONSE TIME        |
|--------|--------------------------------|--|----------------------|
| Tier 1 | Implementation / Support Staff | Configuration questions, login/access issues | < 24 hours           |
| Tier 2 | Project Manager                | Workflow errors, module misconfigurations    | < 1 business day     |
| Tier 3 | Executive Leadership           | Contractual delays, milestone risks          | Immediate escalation |

## Issue Resolution Approach

- Each issue is time-stamped and assigned a unique identifier
- Priority level, responsible team member, and resolution target are documented
- Waukesha FD receives regular updates until the issue is resolved and closed
- Critical issues are escalated immediately and handled in real time

This resolution process ensures accountability, transparency, and continuity throughout implementation and beyond.