



CONFIRE

STAFF REPORT

DATE: December 17, 2024

FROM: Nathan Cooke, Interim Director

TO: Administrative Committee

SUBJECT: MIS Director Position

RECOMMENDATION

Authorize the Interim Director to finalize the Management Information Systems (MIS) reorganization that includes the hiring of a permanent MIS Director.

BACKGROUND

As a result of CONFIRE being awarded the County of San Bernardino Ground Ambulance contract, the CONFIRE Board of Directors (BOD) and the Administrative Committee authorized the reorganization of the CONFIRE organizational structure.

The reorganization included numerous changes to the MIS Division organizational structure, to include the following changes:

MIS Director- new position

MIS Supervisor- position eliminated

ISA III- MIS Supervisor moved to vacant position and "X" stepped for pay purposes

The County of San Bernardino Ground Ambulance contract has been placed on hold and is currently being litigated. Since the approval by the BOD and the Administrative Committee to commence the reorganization of CONFIRE, it has become apparent that some of the recommended changes need to become permanent, regardless of what happens to the County Ambulance contract.

One such recommendation is the reorganization of the MIS Division and the related changes. It has become apparent that more high-level oversight and leadership is needed in order to ensure that our critical information technologies (IT) infrastructure is properly purchased, operated, secured, maintained, upgraded, replaced and improved. Furthermore, the MIS Director will cast both short-term and long-term vision and provide

strategic planning for the division and CONFIRE as a whole. The previous organizational structure for our MIS Division that was led by a manager level position is no longer sufficient and needs to be upgraded to a director level position due to the everchanging nature of IT.

The CONFIRE IT systems are literally and figuratively the lifeline to our 911 callers, our respective CONFIRE divisions, numerous allied agencies, and member/contract agencies. Over the past few years, the IT world has changed drastically and is ever-evolving. The costs to purchase, maintain, and secure these systems have skyrocketed. These systems have also become a significant target for bad actors and has created numerous vulnerabilities for our 911 system and other related infrastructure, thereby creating significant financial and network liabilities. It is paramount that the oversight and responsibility for these systems to be managed at a high-level, in order to ensure accountability and to minimize the associated risks that could lead to catastrophic outcomes and create long-lasting negative impacts to CONFIRE, our member and contract agencies, and the communities that we serve.

As a result of these rapid evolving changes/circumstances, the MIS Division will need to be led by a director level position/individual that exhibits the following qualities/abilities:

The MIS Director will have outstanding leadership qualities that encourage strength, stability, and credibility of the team, demonstrating a strong focus on improving and enhancing customer service. This ideal candidate will have prior management experience in a complex MIS/IT environment, preferably within a public safety organization, having elevated the organization to greater technology enhancements to better support core functions and improve service delivery. The successful MIS Director chosen to lead this fast-paced and robust environment will convey an outstanding technological vision while providing hands-on leadership to successfully guide CONFIRE MIS to greater achievements through a collaborative approach in decision-making and problem-solving techniques. The Director will have the responsibility to direct and develop strategies to achieve technological goals. Incumbents report to the Executive Director. Positions in this class are characterized by continuous director responsibility, through a subordinate manager, and supervisors for a team of MIS professionals involved in providing all aspects of technology-related service; serves as a liaison for the department to member and contract agencies, and information technology providers/vendors/stakeholders.

FISCAL IMPACTS

The fully incumbered annual salary and benefits costs for the MIS Director will be \$326,503. These costs will be offset by costs savings through the elimination of the MIS Supervisor position and holding (1) ISA II position vacant, indefinitely.