

Modern Qualification Management for Emergency Services

Introductions



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Join the Conversation: Using Teams

Turn on Video

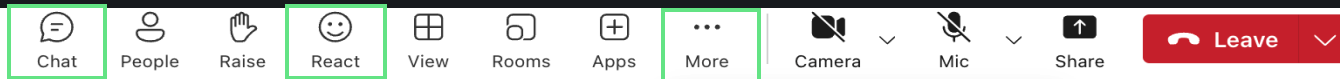
Let's get interactive and enjoy ourselves!

Unmute – Click the microphone icon to unmute and participate

Chat – Message everyone or just one person

Get Help – Use Chat

Show Captions - Click More, Language & speech, Show live captions



Agenda >

1. Welcome & intro
2. Why now? The qualification management challenge
3. The CAL FIRE story
4. Demo
5. QMS Impacts
6. Key Takeaways
7. Q & A

Ondaro is the only pure play ServiceNow partner with fully certified resources across the platform



ITSM



ITOM



ITAM



HRSD



CRM



SPM



SECOPS



IRM



APP ENGINE

ENVISION

Business Transformation

Organizational Change Management

AI-Readiness

Platform Strategy & Governance

IMPLEMENT & DEVELOP

Platform Architecture & Engineering

Product Implementation

UX & UI Design

App Development

Data Management & Integrations

MANAGE & OPTIMIZE

Platform Operations

Enhancement Services

Product Management

AUDIENCE POLL

How are new resource qualifications currently reviewed & approved?

- A Docusign
- B Electronic qualification system (e.g., IQS / IQCS)
- C Paper or Email
- D In person or by a board
- E Other

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The QMS Challenge



The Qualification Management Challenge

ANTIQUATED SOFTWARE

- Most solutions available to local agencies are outdated and not mobile friendly
- No embedded task book functionality

MANUAL PROCESS

- Info spread over Excel, sticky notes, email threads, etc.
- Hard to confirm the right person has signed off on the right qualification

SILOED DATA

- Data is disjointed and living in email threads
- It's difficult to know if you have the right people qualified for what's coming

WASTED TIME & ENERGY

- Potential data inaccuracies and uncertainty
- Wasted time with inefficient process and tech

The CAL FIRE Story

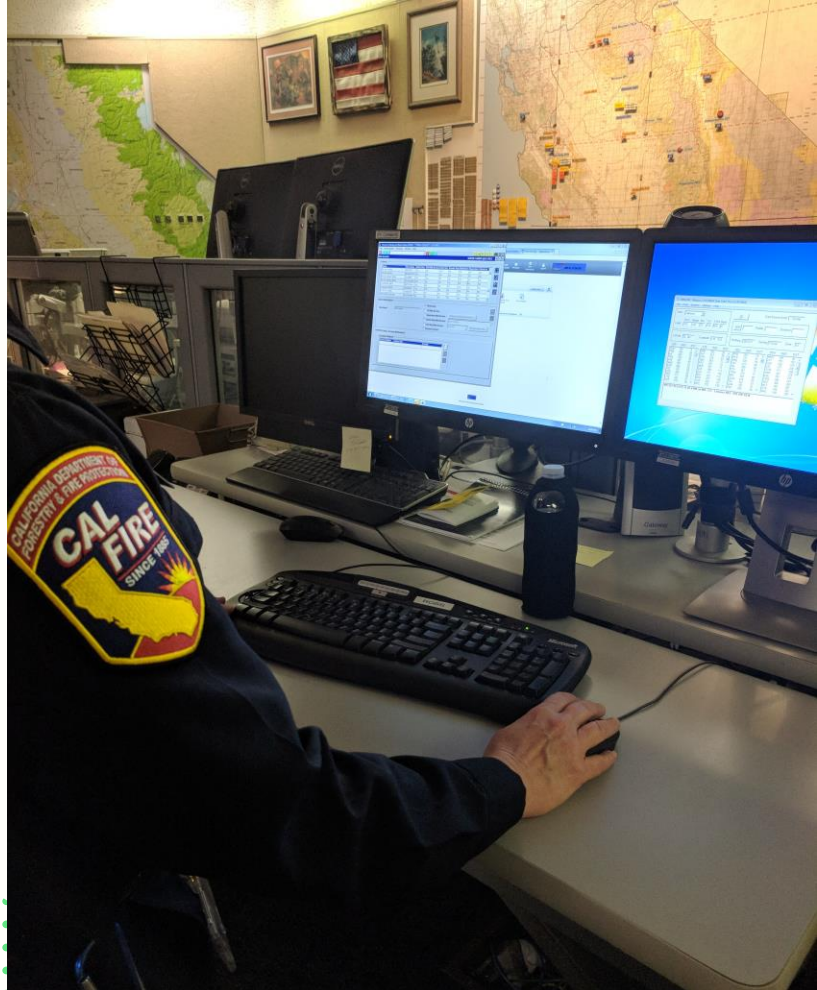
Managing quals for the largest fire fighting org in the US

CAL FIRE is the largest firefighting organization in the U.S., managing 14,000+ resources at any given time.

When they needed to move off the national system in 2024, they wanted to create a modern and purpose-built qualifications management solution.

Ondaro proposed an agile team, gathered requirements in person, and built the system, going live in less than a year.

CAL FIRE's best-in-class qualification management solution now connects with the national system, with new features shipping every two weeks.



Goals of QMS

1

Digitize qualifications, experience, and task books, combining this data with incident experience data for a comprehensive qualifications management system.

2

Interoperable from day one — connected to IRWIN and the broader interagency ecosystem. Real-time data synchronization across incident, resource, and other qualifications systems.

3

Clear, auditable chain of approval for qualifications and experience. Gives personnel visibility into their own progress, supporting career advancement and growth.

4

A secure, scalable database for critical data compilation and reporting that supports decision making for the state-wide training efforts.



CAL FIRE QMS Capabilities

DEMO

Feel free to ask questions throughout!



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Questions?



Next Steps



We are on a mission to make this QMS solution available to agencies where it would be helpful.

If you're interested in this solution, let us know, and we can determine a path forward.



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Thank you!

