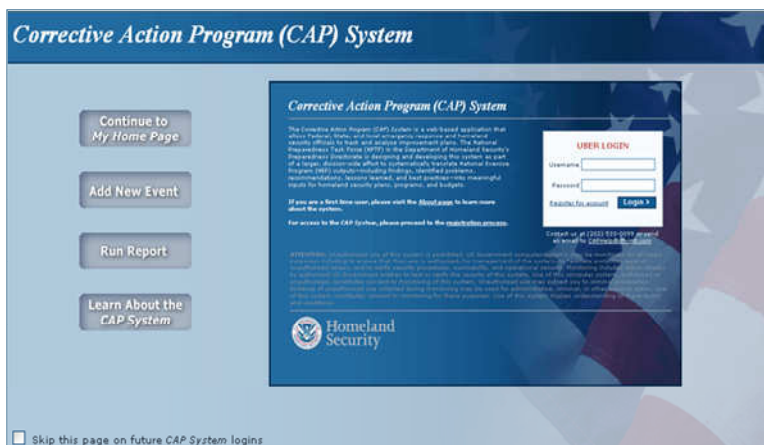# CAP System Overview

The *Corrective Action Program (CAP) System* is a web-based tool that enables Federal, State, and local emergency response and homeland security officials to develop, prioritize, track, and analyze corrective actions following exercises or real-world incidents. The primary goal of the system is to help officials resolve preparedness gaps or deficiencies in a systematic manner, ultimately strengthening national preparedness.

## System Features

The implementation of corrective actions is the mechanism by which exercises can inform and improve other preparedness cycle components. Corrective actions are the concrete, actionable steps outlined in improvement plans that are intended to resolve preparedness gaps and shortcomings experienced in exercises or real-world incidents. The *CAP System* provides a user-friendly and effective tool for ensuring that corrective actions are addressed and resolved once an After Action Report/Improvement Plan (AAR/IP) is finalized. The system enables stakeholders to:

- Quickly enter data from a finalized AAR/IP;
- Upload an AAR to the system and share with the *Lessons Learned Information Sharing (LLIS.gov)* research team;
- Track the progress of corrective action implementation; and
- Analyze and report on trends in their improvement plans.

Access to system data is role-based, meaning that users only have access to improvement plan data for plans to which they have been assigned a formal role.

## The CAP System and HSEEP

The *CAP System* is a component of the HSEEP Toolkit, a suite of interactive, online systems for exercise scheduling, design, development, evaluation, and improvement planning. The system is consistent with exercise processes and protocols established in HSEEP doctrine, specifically Volume III, *Evaluation and Improvement Planning*. For HSEEP-sponsored exercises, jurisdictions should use the system once an improvement plan has been finalized. The *CAP System* does not require users to provide any data beyond that in an improvement plan matrix.

## *CAP Training and Support Information*

The *CAP System* is available to interested members of the emergency response and homeland security communities.  Users may learn more about the *CAP System*, as well as the other components of the HSEEP Toolkit, by visiting the HSEEP website (www.hseep.dhs.gov).  If your organization or jurisdiction would like to receive access to the *CAP System*, contact the HSEEP help desk at support@hseep.net or 877-612-HELP.

In addition, individuals are encouraged to visit the *CAP System* Training Site to familiarize themselves with the application's structure and requirements.  The Training Site can be accessed through the following information:

> **Training Site URL**:  http://209.189.228.44/caps/Login.jsp
> **Username**:  CapTraining
> **Password**:  Cap_100200

**If you encounter any problems using the system, contact the *CAP System* help desk at support@hseep.net or 877-612-HELP (4357).**

# CAP System Frequently Asked Questions

### General Questions

### What is the Corrective Action Program (CAP) System?

The Corrective Action Program (CAP) System is a web-based tool that enables Federal, State, and local emergency response and homeland security officials to develop, prioritize, track, and analyze corrective actions following exercises or real-world incidents. Users may enter data from a finalized After Action Report/Improvement Plan (AAR/IP), track the progress of corrective action implementation, and analyze and report on trends in improvement plans.

### Who sponsors the system?

The system is sponsored by the Department of Homeland Security's (DHS) Homeland Security Exercise and Evaluation Program (HSEEP) and is a component of the HSEEP Toolkit. The HSEEP Toolkit is an interactive, on-line system for exercise scheduling, design, development, conduct, evaluation and improvement planning. In addition to the CAP System, the HSEEP Toolkit includes the National Exercise Schedule (NEXS) System and the Design and Development System (DDS).

### What are corrective actions?

Corrective actions are the concrete, actionable steps outlined in improvement plans that are intended to resolve preparedness gaps and shortcomings experienced in exercises or real-world incidents.

### What are the benefits of the CAP System?

The CAP System simplifies the process for implementing and tracking corrective actions. It enables users to quickly enter finalized AAR/IP data and assign responsible individuals to track the resolution of corrective actions. The system helps all organizations and jurisdictions remain accountable to strengthening preparedness by providing a central repository for improvement plans and powerful analytic tools to track their implementation.

### Who uses the CAP System?

The CAP System is available to members of the first responder, emergency management, and homeland security communities at all organizational and jurisdictional levels: Federal, State, local, tribal, and private sector. Within the system, users' visibility into data is limited to AAR/IP data they need to view based on their responsibility for implementing specific corrective actions.

### Can I upload my AAR/IP to the system?

Yes, users are now able to upload their AAR to the system. The AAR will only be visible to those individuals assigned a formal role in the implementation of the improvement

plan; other users will not be able to view or access the file. Users may also choose to share the AAR with the research team at *Lessons Learned Information Sharing (LLIS.gov)*. If the option is selected, *LLIS.gov* will contact that user to discuss sharing the AAR with the *LLIS.gov* user community and the potential to develop lessons learned and other original content. *LLIS.gov* will not share the AAR unless given explicit approval to do so by the AAR POC.

**Is *CAP System* training available?**

Training and field support is available upon request. HSEEP has integrated *CAP* System training into the HSEEP Mobile Training Course and can provide on-site and web-based training to interested jurisdictions.

*Getting Started*

**How do I register for the *CAP System?***

All members of the first responder, emergency management, and homeland security communities are invited to register for the *CAP System;* you may contact the HSEEP help desk at [support@hseep.net](mailto:support@hseep.net) or 877-612-HELP to request an account.

**Can I share my login information or *CAP System* content with other people?**

The information on the *CAP System* is considered For Official Use Only (FOUO) and access to the system is restricted to registered users. This means the information is sensitive, but unclassified, and may not be released to unauthorized users who do not have a valid "need-to-know" without prior HSEEP approval.

**How do I invite a colleague to use the system?**

Any member of the first responder, emergency management, or homeland security communities may request an account to access the *CAP System.* Contact the HSEEP help desk at [support@hseep.net](mailto:support@hseep.net) or 877-612-HELP. In addition, if you are a registered user with the responsibility for assigning corrective actions within an improvement plan, you may invite appropriate individuals to register for the system.

*Technical Questions*

**What type of browser (software) do I need to view the *CAP System* site?**

It is recommended that users visit the *CAP System* through Internet Explorer.

**How secure is the *CAP System*?**

K2Share, a secure application hosting company, hosts the *CAP System* in a secure operating center, which was designed to meet the standards for US Government Sensitive Compartmentalized Information Facilities (SCIF).

**If I experience technical problems or forget my password, whom should I contact?**

You should contact the *CAP System* Help Desk, either via e-mail or telephone.  They will respond to all technical inquiries and reset passwords within 24 hours of being contacted. You can reach the CAP System help desk at 877-612-HELP (4357) or support