



# STEP Evaluation Report

StandTo version 2.4.0

*September 2011*



**FEMA**

DISCLAIMER: The evaluation results and use of trade names in this document do not constitute a DHS or FEMA certification or endorsement of the use of such commercial hardware or software.

---

# Table of Contents

- Executive Summary ..... 4
  - NIMS Concepts and Principles ..... 5
  - Target Capabilities List ..... 5
- 1.0 Introduction..... 6
  - 1.1 Project Summary..... 6
  - 1.2 System Description ..... 7
    - 1.2.1 Training and Exercises ..... 8
    - 1.2.2 Incident Action Plans (IAP) ..... 8
    - 1.2.3 Dashboards and Reporting ..... 8
    - 1.2.4 Platform..... 8
    - 1.2.5 Mobility..... 8
    - 1.2.6 HVA ..... 8
  - 1.3 Objectives ..... 9
  - 1.4 Evaluation Setup ..... 9
  - 1.5 Evaluation Schedule..... 9
  - 1.6 Scope and Limitations..... 9
- 2.0 Execution ..... 10
  - 2.1 Participant Credentials ..... 10
  - 2.2 Methodology Overview ..... 10
  - 2.3 Post-Assessment Activities ..... 10
- 3.0 Results..... 10
  - 3.1 NIMS Concepts and Principles ..... 11
    - 3.1.1 Objective 1: Evaluate Incorporation of NIMS Concepts and Principles..... 11

---

3.2	TCL.....	13
3.2.1	Objective 2: Identify Applicable TCL Core Capabilities.....	13
Appendix A:	Detailed Results for NIMS Concepts and Principles.....	15
Appendix B:	References.....	27
Appendix C:	Acronyms and Abbreviations.....	28
Appendix D:	Vendor Response.....	30

## List of Figures

Figure 1: Job Action Sheet.....	7
---------------------------------	---

## List of Tables

Table 1: NIMS Criteria Rating Summary.....	5
Table 2: Scope and Limitations.....	9
Table 3: Participant Credentials.....	10
Table 4: TCL Core Capabilities.....	13
Table 5: STEP Worksheet Results.....	15

---

## Executive Summary

The Federal Emergency Management Agency (FEMA), National Preparedness Directorate (NPD) offers a project to assist the response community with interoperability Test and Evaluation (T&E). The Preparedness-Technology, Analysis, and Coordination (P-TAC) Center manages the Supporting Technology Evaluation Project (STEP), which conducts T&E of technologies relating to incident management and response. This report presents the results from an interoperability evaluation of StandTo version 2.4.0, a product<sup>1</sup> marketed by ReadyPoint Systems Incorporated, StandTo version number 2.4.0. The StandTo evaluation was conducted from 23 through 25 August 2011. STEP conducts evaluations in an accredited testing laboratory (Incident Management Test and Evaluation Laboratory [IMTEL<sup>2</sup>]) located at the P-TAC Center in Somerset, Kentucky.

The type of evaluation performed for a product is dependent on the system's incorporation of National Incident Management System (NIMS) concepts and principles and/or NIMS recommended technical standards. This was a Comprehensive NIMS Evaluation; therefore, it specifically addresses adherence to NIMS concepts and principles. The evaluation does not address NIMS recommended technical standards. This evaluation had 2 objectives:

- **Objective 1** was to evaluate the product's incorporation of NIMS concepts and principles.
- **Objective 2** was to identify the applicability of core capabilities recognized by the Target Capabilities List (TCL).

StandTo is an automated web-based incident management system focused on healthcare. It is designed to support training, exercises, and management of emergency events and incidents. The system provides instant access to an integrated checklist of required tasks as well as forms and documents required by applicable regulatory agencies. The STEP team used web browsers installed on P-TAC Center computer workstations to access StandTo. The vendor provided user and quick reference guides to participants and conducted four hours of presentation, demonstration, and hands-on training. Evaluation activities were conducted on site at the IMTEL. Assessors with experience as an emergency manager, emergency responder, and/or first receiver<sup>3</sup> conducted an evaluation of the system and provided qualitative analysis and feedback on StandTo based on concepts and principles from the NIMS document (December 2008). Assessors also identified which of the core capabilities from the TCL (September 2007) are supported by the product.

---

<sup>1</sup> The terms product, system, and technology are used interchangeably throughout this report.

<sup>2</sup> The laboratory is located within Science Applications International Corporation's (SAIC) Somerset, Kentucky facility.

<sup>3</sup> First receivers typically include personnel in the following roles: clinicians and other hospital staff who have a role in receiving and treating injured or contaminated victims (e.g., triage, decontamination, medical treatment, and security) and those whose roles support these functions (e.g., set up and patient tracking). References to emergency response personnel throughout this document are intended to include first receivers.

---

## NIMS Concepts and Principles

**Table 1: NIMS Criteria Rating Summary** provides a summary of findings for NIMS criteria. Key elements identified within each NIMS criterion are cited as Minimum Product Requirements. These requirements were derived from the NIMS document and impact the overall rating of the product’s adherence to NIMS concepts and principles. The numbers provided below summarize ratings (Agree, Disagree, Not Applicable) for Minimum Product Requirements within each NIMS criterion.

**Table 1: NIMS Criteria Rating Summary**

<b>NIMS Criteria (Number of Minimum Product Requirements)</b>	<b># Agree</b>	<b># Disagree</b>	<b># Not Applicable</b>
Emergency Support (1)	1	0	0
Hazards (1)	1	0	0
Preparedness (1)	1	0	0
Communications and Information Management (9)	9	0	0
Resource Management (10)	9	0	1
Command and Management (2)	2	0	0

Note: NIMS criteria and Minimum Product Requirements are described in the STEP Guide.

StandTo is consistent with all NIMS criteria (Emergency Support; Hazards; Preparedness; Communications and Information Management; Resource Management; and Command and Management). Overall, StandTo applies to 23 of 24 Minimum Product Requirements; of which 23 are consistent with NIMS concepts and principles. One Minimum Product Requirement in the area of Resource Management was Not Applicable to the system. An overview for each NIMS criterion is provided below; explanations of all findings are provided in section [3.0 Results](#).

## Target Capabilities List

StandTo applies to core capabilities that address response, recovery, and common capabilities. See the STEP Guide for a list of the core capabilities recognized by the TCL and section [3.0 Results](#) for those capabilities that apply to the system.

---

## 1.0 Introduction

This report presents the results from an evaluation of StandTo version 2.4.0, a product marketed by ReadyPoint Systems Incorporated. Evaluation activities are managed by FEMA's NPD. The FEMA NPD provides strategy, policy, and planning guidance to build prevention, protection, response, and recovery capabilities among all levels of government throughout the nation. In support of this effort, the P-TAC Center assists the responder stakeholder community with standards and technology integration, evaluations, exercises, and training activities relating to NIMS and preparedness. The P-TAC Center is funded through the NIMS General Support Contract (NGSC) and managed by the NPD within FEMA. The project includes operation of a simulated Emergency Operations Center (EOC) with supporting technologies located at SAIC's facility in Somerset, KY.

As part of the P-TAC Center, STEP provides evaluations of supporting technologies relating to incident management and response. Evaluation activities are designed to verify interoperability and provide the response community with reports to support purchasing decisions. Products evaluated by STEP vary in system capabilities; therefore, STEP scales their evaluations as needed. For more information on the evaluation project and types of evaluations performed, visit the [STEP website](#) or contact the [STEP team](#).

A Tier III –Comprehensive NIMS Evaluation was conducted for StandTo. The intent of this evaluation was to determine the extent of the system's incorporation of NIMS concepts and principles.

Vendor participation in STEP is voluntary and the use of trade names and evaluation results in this document do not constitute a Department of Homeland Security (DHS) or FEMA endorsement or certification of the use of such commercial hardware or software. Evaluations do not constitute a determination of NIMS compliance.

### 1.1 Project Summary

NIMS provides a framework and sets forth, among others, the requirement for interoperability and compatibility to enable a diverse set of public and private organizations to conduct well-integrated and effective incident management operations. Systems operating in an incident management environment must be able to interact smoothly across disciplines and jurisdictions. Interoperability and compatibility are achieved through the use of tools such as common communications and data standards. Establishing and maintaining a common operating picture and ensuring accessibility and interoperability are the principle goals of the Communications and Information Management criterion of NIMS.

STEP evaluations primarily take place in a controlled, simulated EOC-based environment. However, some systems may require an additional or alternate environment, such as a limited field setting. In these cases, the field setting is considered an extension of the laboratory environment. Tests vary in duration based on product complexity but typically do not exceed four days. The STEP team typically consists of one test engineer, one test analyst, and assessors for each system under evaluation. The team is scaled appropriately based on the complexity and type of evaluation. Participants adhere to a non-disclosure agreement, which ensures objectivity and the protection of the vendor's sensitive information.

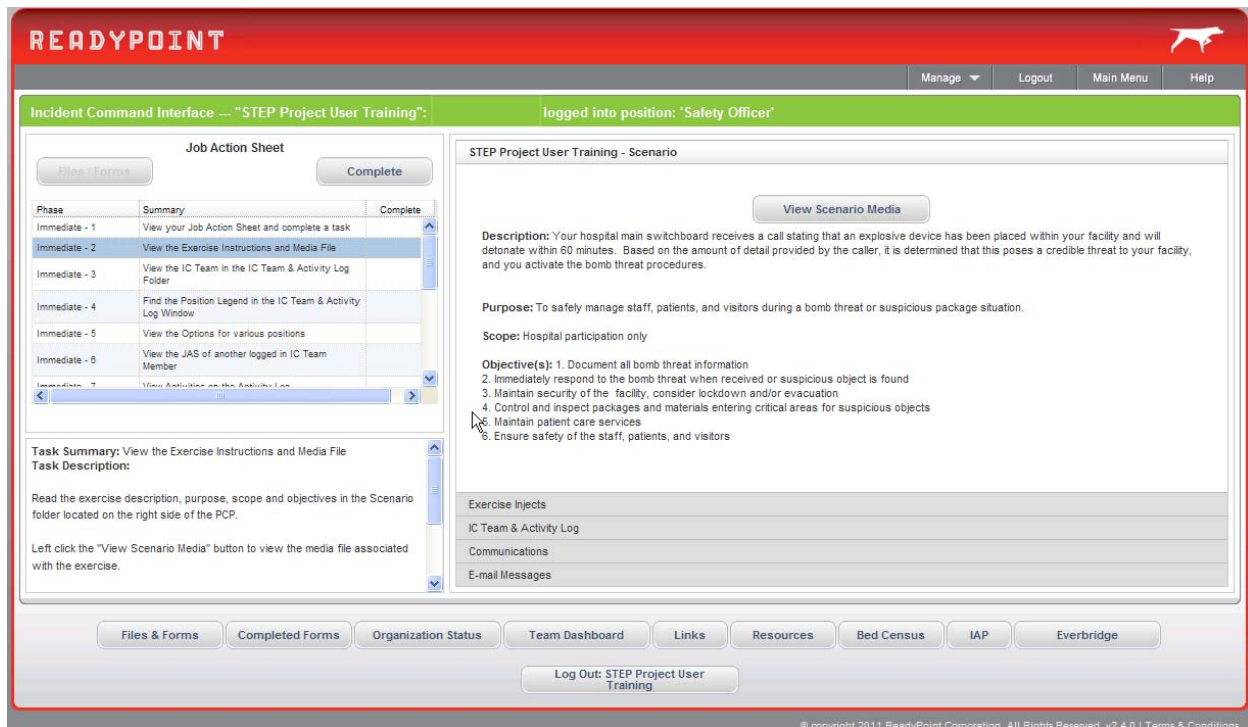
The evaluation took place at the IMTEL, which is accredited through the American Association for Laboratory Accreditation (A2LA). To achieve and maintain accreditation status, the laboratory was required to meet general requirements for the competencies of testing and calibration laboratories, as provided in International Organization for Standardization (ISO)/International Electrotechnical

Commission (IEC) 17025:2005. The current scope of accreditation and associated certification is available on A2LA’s website for [ISO/IEC 17025:2005](#). Results presented in section [3.1 NIMS Concepts and Principles](#) are within IMTEL’s ISO/IEC 17025:2005 scope of accreditation. In the event that any individual findings fall outside the scope of accreditation, they will be clearly annotated as such.



## 1.2 System Description<sup>4</sup>

StandTo is an automated web-based incident management system with a healthcare focus for conducting training, exercises, and managing incidents and unplanned events. The system provides access to an integrated checklist of required tasks and forms and documents required by applicable regulatory agencies. Major features of the system include a job action sheet for response and management, reference library of exercise scenarios, activity log template, Hazard Vulnerability Analysis (HVA) tool, and after action reporting templates. The Job Action Sheet for the Safety Officer of an exercise is depicted in **Figure 1: Job Action Sheet** depicts the StandTo screen.



**Figure 1: Job Action Sheet**

<sup>4</sup> The vendor provided the majority of information within this section. Participants did not verify all of the system’s capabilities during the evaluation, only those associated with the standards and criteria under test.

---

### **1.2.1 Training and Exercises**

The system provides the opportunity for users to practice the processes for response to and recovery from potential incidents and unplanned events. A library of scenarios ranging from pandemic flu to hurricanes is available within the system. Additionally, the customer has the ability to use their own exercise scenarios.

### **1.2.2 Incident Action Plans (IAP)**

The optional IAP module provides the ability to assess the situation and develop specific tactical action plans during each operational period. Users can customize and reference Job Action Sheets for job aids during an exercise or incident.

### **1.2.3 Dashboards and Reporting**

The system's integrated dashboard provides access to real-time information on the activities of all members of the incident command team. Incident Commanders (ICs) can see which team members have been activated, task progress, and a log of all communications between team members. The system is designed to streamline the reporting process and production of after action reports, reimbursement reports, activity logs, and participant feedback forms. Activations and deactivations of the incident command team, all communications during an event, and completed forms are logged and date/time-stamped.

### **1.2.4 Platform**

The vendor offers two solutions for implementing their software. The first option is software as a service solution where the system is acquired through yearly subscription to a hosted web-based solution. The vendor maintains all hardware and software infrastructure. The second option offered by the vendor is an on-site appliance providing an uninterruptable backup of all the platform functions. This on-site solution requires the purchase of a site license and a server appliance to host the system. An annual maintenance agreement is required for this solution.

### **1.2.5 Mobility**

The system has an iPhone and iPad application that can be downloaded from the Apple Store via iTunes. Incident Command Team members can download the application and login to perform and track their incident command team responsibilities. The application provides access to Job Action Sheet tasks for activated positions as well as the ability to view and communicate with the Incident Command Team. All completed Job Action Sheet tasks are documented in the activity log.

### **1.2.6 HVA**

The HVA provides a systematic approach to recognized hazards that may affect demand for hospitals services or its ability to provide those services. The risks associated with each hazard are analyzed to prioritize planning, mitigation, response and recovery activities. The HVA is based on the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).

---

## 1.3 Objectives

The STEP team developed a set of objectives to provide the foundation for this evaluation.

**Objective 1** addresses the incorporation of NIMS concepts and principles.<sup>5</sup> This includes a determination of how the system applies to the criteria for Emergency Support, Hazards, Preparedness, Communications and Information Management, Resource Management, and Command and Management. General questions on the system, including implementation considerations of the product, were also addressed.

**Objective 2** addresses the applicability of core capabilities recognized by the TCL. This includes identification of capabilities that address prevention, protection, response, and recovery, as well as common capabilities such as planning and communications that support all missions.

## 1.4 Evaluation Setup

The evaluation was conducted on site at IMTEL. The vendor provided access to the web-based application, usernames/passwords, User and Quick Reference Guides. To support the mobility applications the vendor provided an iPhone and iPad. A test engineer managed and documented the test environment, and an analyst was available to assist the vendor in resolving any technical issues.

## 1.5 Evaluation Schedule

The STEP team conducted the StandTo evaluation from 23 through 25 August 2011. On 15 August, the STEP team conducted an Evaluation Readiness Review to ensure logistic and technical preparations were complete. The vendor provided participants on-site training (presentation, demonstration, and hands on) on 23 August.

## 1.6 Scope and Limitations

**Table 2: Scope and Limitations** identifies issues that impacted the evaluation of StandTo and the team's approach to mitigating them.

**Table 2: Scope and Limitations**

Limitation	Impact	Mitigation Strategy
During the evaluation, the online help tool was unavailable due to maintenance.	The online help tool was not evaluated by the STEP team.	The vendor provided comprehensive system documentation and described how this documentation is integrated in the online help tool.

---

<sup>5</sup> All products are evaluated for NIMS concepts and principles. The depth at which products are evaluated for NIMS criteria depends on the type of evaluation conducted (e.g. a Comprehensive NIMS Evaluation [Tier III] or a Comprehensive NIMS Evaluation with a Technical Component [Tier I] is evaluated in more detail for applicability to NIMS concepts and principles than is a Technically Focused Evaluation [Tier II]).

---

## 2.0 Execution

### 2.1 Participant Credentials

**Table 3: Participant Credentials** summarizes the STEP team’s areas of expertise, role during the evaluation, and years of experience. In addition to personnel identified below, Information Technology (IT) personnel provide technical support as necessary during evaluations and maintain IMTEL computer hardware and software.

**Table 3: Participant Credentials**

Title	Role
Senior Security Analyst	Lead Emergency Response Assessor, NIMS Evaluation (Experience: Law Enforcement, Emergency Management)
Senior Emergency Management Analyst	Emergency Response Assessor, NIMS Evaluation (Experience: Fire, Emergency Management, Hazardous Materials [HAZMAT])
Senior Systems Analyst	Test Engineer
Systems Engineer	Test Analyst

### 2.2 Methodology Overview

Assessors with experience as an emergency manager, emergency responder, and/or first receiver<sup>3</sup> performed an evaluation for NIMS concepts and principles in a simulated operational environment. They also identified which of the core capabilities within the TCL apply to the product.

For further information about the procedures used by assessors when reviewing this product, see the STEP Guide. The STEP Guide contains complete information about NIMS Criteria and the TCL.

### 2.3 Post-Assessment Activities

A test analyst was present during the evaluation, collected required data from all participants, and ensured data integrity and Quality Control (QC). The data collected during this evaluation included a collective STEP Worksheet, a collective TCL – Core Capabilities Form, electronically submitted observation logs and spot reports, and screenshots. Data analysis began during the evaluation and resulted in the development of this evaluation report. After the evaluation was concluded, the P-TAC Center staff conducted internal reviews of the report to ensure accuracy and completeness.

## 3.0 Results

Results presented in section [3.1 NIMS Concepts and Principles](#) are within IMTEL’s ISO/IEC 17025:2005 scope of accreditation. In the event that any individual findings fall outside the scope of accreditation, they will be clearly annotated as such.

---

## 3.1 NIMS Concepts and Principles

### 3.1.1 Objective 1: Evaluate Incorporation of NIMS Concepts and Principles

Assessors evaluated StandTo to determine if the system incorporates NIMS concepts and principles and documented results as identified in the following sections for Objective 1. The sections below summarize evaluation results for NIMS concepts and principles. Refer to [Appendix A: Detailed Results for NIMS Concepts and Principles](#) for additional details.

StandTo is consistent with all NIMS criteria; it is consistent with Emergency Support, Hazards, Preparedness, Communications and Information Management, Resource Management, and Command and Management. One Minimum Product Requirement in the area of Resource Management was Not Applicable to the system. The sections below summarize evaluation results for NIMS concepts and principles.

#### 3.1.1.1 *Emergency Support*

StandTo applies to 7 of 15 Emergency Support Functions (ESFs) (Communications; Firefighting; Emergency Management; Mass Care, Emergency Assistance, Housing, and Human Services; Logistics Management and Resource Support; Public Health and Medical Services; Public Safety and Security). StandTo applies to all Incident Command functions (Incident Command, Operations, Planning, Logistics, Finance/Administration, Intelligence/Investigations, Public Information, Safety, and Liaison).

#### 3.1.1.2 *Hazards*

The system applies to all natural, human- and technological-caused events. The training and exercise library includes comprehensive all-hazards scenarios.

#### 3.1.1.3 *Preparedness*

StandTo can be used to effectively support the preparedness activities for planning; procedures and protocols; training and exercises; and evaluation and revision. The HVA feature provides a method for assessing risks associated to planning, mitigation, response and recovery activities.

#### 3.1.1.4 *Communications and Information Management*

##### **Common Operating Picture:**

StandTo provides access to critical information. The system allows for on- and off- scene personnel to have the same information about the incident and it offers an incident overview by collating and gathering information that enables users to make effective decisions.

##### **Interoperability:**

StandTo allows users to complete all Incident Command System (ICS) and Hospital Incident Command System (HICS) forms. These forms can be assigned via a Job Action Sheet, and users can share their completed forms via the chat attachment feature. StandTo meets the SAFECOM Interoperability Continuum for data sharing via swapping files, common applications, and custom-interfaces. The system

---

is not applicable to the SAFECOM Interoperability Continuum for data sharing via one-way standards-based sharing, or two-way standards-based sharing.

**Scalability:**

StandTo can be used for a range of small- through large-scale incidents and events. It is flexible and scalable to support the full spectrum of multi-agency and multi-discipline incidents and events. The system applies to multiple levels of the government and to the public and private sector.

**Plain Language:**

The system adheres to the principle of plain language (clear text). The system uses the HICS colors and icons for a visual representation of ICS positions.

**Information Security:**

The system requires usernames and passwords to login and users are assigned roles/permissions by an administrator. As a web-based system, security and vulnerability concerns are primarily tied to the Internet and not the product itself (e.g., loss of connectivity, hacking, viruses). According to the vendor, all information on servers is encrypted, servers are located in disparate locations, and system backups occur nightly.

*3.1.1.5 Resource Management*

StandTo addresses the need to manage resources. The system allows for the inventory of FEMA and non-FEMA typed resources. A custom interface could be developed by the vendor to integrate with an existing inventory system. The system identifies the use of mutual aid agreements; and addresses the use of mutual aid resources. Additionally, StandTo tracks resource attributes (quantity, cost, location, etc.) but does not identify consumers. The system provides detailed reports by ICS position and summarizes the costs for the entire event. The software has the capability for bed census tracking. Based on qualifications, personnel can be pre-assigned to appropriate ICS positions, supporting continuity of operations. The system provides a mechanism to automatically notify alternate personnel within a designated timeframe if the primary contact is unresponsive. This product is not designed to provide a record of credentialed and other personnel; it was therefore not applicable to this criteria.

*3.1.1.6 Command and Management*

StandTo is consistent with all 14 management characteristics of the ICS: Common Terminology; Modular Organization; Management by Objectives; Incident Action Planning; Manageable Span of Control; Incident Facilities and Locations; Comprehensive Resource Management; Integrated Communications; Establishment and Transfer of Command; Chain of Command and Unity of Command; Unified Command; Accountability; Dispatch/Deployment; Information and Intelligence Management. The software has built-in capabilities for activating, reassigning, and deactivating ICS positions. Assessors noted inconsistencies with usage of the term goals instead of objectives in the Incident Action Plan; and exercise being defined as a drill in the Glossary of Terms.

---

### 3.1.1.7 Implementation and Product Overview

It should take less than one month for a department/agency to implement this system (from acquisition and installation to user proficiency). The system's user guide is comprehensive. The vendor offers online, train-the-trainer, on-site presentation and hands-on training. Training provided by the vendor is comprehensive and it allows recipients to proficiently use the system. Customer support is available 24 hours a day, seven days a week (24/7) by telephone and email. The size and make up of a department or agency impacts time, resources, and funding associated with implementing the system. As part of the implementation, the vendor will preload customer specific data into the system. The online help tool was down for maintenance, hence unavailable during the evaluation.

StandTo is a comprehensive system which was intuitive and easy to use. The system was reliable during the evaluation. The product is an exercise, training, and event management tool for hospitals and health care providers. Primary features include Job Action Sheets for all ICS positions, information sharing tools to include instant messaging and email; system links; and resource tracking. The vendor provided exercise scenarios that are consistent with the 15 National Planning Scenarios and these scenarios are integrated in StandTo with both video and textual injects. The system also provides event tracking; and automated reporting and improvement plans. Reports can be produced in multiple formats (pdf, html, xls).

## 3.2 TCL

### 3.2.1 Objective 2: Identify Applicable TCL Core Capabilities<sup>6</sup>

Assessors identified the following core capabilities as being applicable to StandTo:

**Table 4: TCL Core Capabilities**

Common Capabilities	Recover Mission Capabilities
<ul style="list-style-type: none"><li>• Planning</li><li>• Communications</li><li>• Community Preparedness and Participation</li><li>• Risk Management</li></ul>	<ul style="list-style-type: none"><li>• Fatality Management</li><li>• Economic and Community Recovery</li></ul>
Protect Mission Capabilities	Prevent Mission Capabilities
<ul style="list-style-type: none"><li>• Not Applicable</li></ul>	<ul style="list-style-type: none"><li>• Not Applicable</li></ul>
Respond Mission Capabilities	

---

<sup>6</sup> Objective 2 is not covered under the requirements outlined in ISO/IEC 17025:2005.

- 
- |  |  |
|--|--|
| <ul style="list-style-type: none"><li>• On-Site Incident Management</li><li>• EOC Management</li><li>• Critical Resource Logistics and Distribution</li><li>• Volunteer Management and Donations</li><li>• Responder Safety and Health</li><li>• Emergency Public Safety and Security</li><li>• Environmental Health</li><li>• Explosive Device Response Operations</li><li>• Fire Incident Response Support</li></ul> | <ul style="list-style-type: none"><li>• Weapons of Mass Destruction (WMD) and Hazardous Materials Response and Decontamination</li><li>• Citizen Evacuation and Shelter-in-Place</li><li>• Isolation and Quarantine</li><li>• Emergency Triage and Pre-Hospital Treatment</li><li>• Medical Surge</li><li>• Medical Supplies Management and Distribution</li><li>• Mass Prophylaxis</li><li>• Mass Care (Sheltering, Feeding and Related Services)</li><li>• Fatality Management</li></ul> |
|--|--|

# Appendix A: Detailed Results for NIMS Concepts and Principles

**Table 5: STEP Worksheet Results** provides specific details of the evaluation results.

**Table 5: STEP Worksheet Results**

EMERGENCY SUPPORT	
Criteria and Question	Result
<b>EMERGENCY SUPPORT FUNCTIONS</b>	
1. This product supports the following Emergency Support Functions (ESFs):	Agree/Disagree/Not Applicable
<i>a. ESF #1 - Transportation</i>	Not Applicable
<i>b. ESF #2 - Communications</i>	Agree
<i>c. ESF #3 - Public Works and Engineering</i>	Not Applicable
<i>d. ESF #4 - Firefighting</i>	Agree
<i>e. ESF #5 - Emergency Management</i>	Agree
<i>f. ESF #6 - Mass Care, Emergency Assistance, Housing, and Human Services</i>	Agree
<i>g. ESF #7 - Logistics Management and Resource Support</i>	Agree
<i>h. ESF #8 - Public Health and Medical Services</i>	Agree
<i>i. ESF #9 - Search and Rescue</i>	Not Applicable
<i>j. ESF #10 - Oil and Hazardous Materials Response</i>	Not Applicable
<i>k. ESF #11 - Agriculture and Natural Resources</i>	Not Applicable
<i>l. ESF #12 - Energy</i>	Not Applicable
<i>m. ESF #13 - Public Safety and Security</i>	Agree
<i>n. ESF #14 - Long-Term Community Recovery</i>	Not Applicable
<i>o. ESF #15 - External Affairs</i>	Not Applicable
2. There are no obstacles to ESF(s) implementing this product (i.e., from acquiring and installation to user proficiency).	Agree
3. Provide comments on ESF(s) implementing this product, including direct and indirect support.	None identified.
<b>INCIDENT COMMAND</b>	
4. This product supports the following Incident Command functions:	Agree/Disagree/Not Applicable
<i>a. Incident Command</i>	Agree
<i>b. Operations</i>	Agree
<i>c. Planning</i>	Agree

<i>d. Logistics</i>	Agree
<i>e. Finance/Administration</i>	Agree
<i>f. Intelligence/Investigations</i>	Agree
<i>g. Public Information</i>	Agree
<i>h. Safety</i>	Agree
<i>i. Liaison</i>	Agree
5. There are no obstacles to Incident Command functions implementing this product (i.e., from acquiring and installation to user proficiency).	Agree
6. Provide comments on Incident Command functions implementing this product, including direct and indirect support.	The product includes guidance utilizing Job Action Sheets for 78 ICS positions. Job Action Sheets can be customized for duties and responsibilities specific to the customers' needs.
7. This product is consistent with the applicable ESFs and core functions of Incident Command Systems (ICS). <b>(Minimum Product Requirement 1)</b>	Agree

## HAZARDS

Criteria and Question	Result
8. This product can be used to plan for or respond to the following hazard types:	Agree/Disagree/Not Applicable
<i>a. Natural hazards</i>	Agree
<i>b. Human-caused events</i>	Agree
<i>c. Technological-caused events</i>	Agree
9. Provide comments on hazards applicability.	StandTo allows for the customer to develop and modify vendor-provided exercise templates as needed based upon site-specific hazards and vulnerabilities.
10. This product can be used to plan for or respond to at least one hazard. <b>(Minimum Product Requirement 2)</b>	Agree

## PREPAREDNESS

Criteria and Question	Result
11. This product can be used to effectively support the following preparedness activities:	Agree/Disagree/Not Applicable
<i>a. Planning</i>	Agree
<i>b. Procedures and Protocols</i>	Agree
<i>c. Training and Exercises</i>	Agree

<i>d. Personnel Qualifications, Licensure, and Certification</i>	Not Applicable
<i>e. Equipment Certification</i>	Not Applicable
<i>f. Evaluation and Revision</i>	Agree
12. Provide comments on the product's support to preparedness activities.	The exercise component serves as a tool to enhance emergency preparedness capabilities for emergency response.
13. This product can be used to support one or more core preparedness activities: a, b, or c above. <b>(Minimum Product Requirement 3)</b>	Agree
<b>COMMUNICATIONS AND INFORMATION MANAGEMENT</b>	
<b>Criteria and Question</b>	<b>Result</b>
<b>COMMON OPERATING PICTURE</b>	
	Agree/Disagree/Not Applicable
14. This product supports user access to critical information.	Agree
15. This product allows on-scene and off-scene personnel to have the same information about the incident (e.g., situational awareness).	Agree
16. This product offers an incident overview by collating and gathering information that enables the Incident Commander (IC), Unified Command (UC), and supporting agencies and organizations to make effective, consistent, and timely decisions.	Agree
17. This product has the capability to be updated continually in order to maintain situational awareness.	Agree
18. This product uses or interacts with geospatial information to portray the incident.	Agree
19. Provide comments on the common operating picture.	18. The product has a link feature that allows access to geospatial and other software.
<b>INTEROPERABILITY</b>	
	Agree/Disagree/Not Applicable
20. Incident reporting and documentation procedures are standardized to ensure situational awareness.	Agree

21. Comment on incident reporting and documentation procedures.	The product incorporates ICS and Hospital Incident Command System (HICS) forms. The product also allows for the customer to develop agency specific forms to assist with incident reporting and documentation.
22. This product allows National Incident Management System (NIMS) ICS forms to be completed.	Agree
23. If the product uses ICS forms, they remain consistent with the ICS form numbers and purpose of the specific type of form as identified by NIMS. <b>(Minimum Product Requirement 4)</b>	Agree
24. Provide comments on ICS forms.	The system allows ICS forms to be initiated, updated, completed and shared with other users. Job Action Sheets include ICS form tasks. Form distribution is the responsibility of the form originator. The capability for assignment, completion, and return of forms is integrated in the system.
25. This product provides a method for data sharing or is interoperable with other incident management systems via voice, data, or video, etc. Identify the applicable level(s) of Data Elements interoperability on the SAFECOM Interoperability Continuum:	Agree/Disagree/Not Applicable
<i>a. Swap Files</i>	Agree
<i>b. Common Applications</i>	Agree
<i>c. Custom-Interfaced Applications</i>	Agree
<i>d. One-Way Standards-Based Sharing</i>	Not Applicable
<i>e. Two-Way Standards-Based Sharing</i>	Not Applicable
26. Provide comments on data sharing.	The system has a meeting feature that provides all meeting members the same information.
27. This product is interoperable with other systems at the level of c, d, or e above. <b>(Minimum Product Requirement 5)</b>	Agree
<b>SCALABILITY</b>	
	Agree/Disagree/Not Applicable
28. This product can be used to respond to small scale incidents and events. <b>(Minimum Product Requirement 6)</b>	Agree

29. This product can be used to respond to large scale incidents and events. <b>(Minimum Product Requirement 7)</b>	Agree
30. This product can be used by a single jurisdiction during incidents and events. <b>(Minimum Product Requirement 8)</b>	Agree
31. This product can be used across the full spectrum of multi-agency incidents and events. <b>(Minimum Product Requirement 9)</b>	Agree
32. This product can be used across the full spectrum of multi-discipline incidents and events. <b>(Minimum Product Requirement 10)</b>	Agree
33. This product allows responders to increase the number of users on a system.	Agree
34. Provide comments on scalability.	None identified.
35. The product can be used at the following:	Agree/Disagree/Not Applicable
<i>a. On scene as a portable or static device.</i>	Agree
<i>b. On scene at the Incident Command Post (ICP).</i>	Agree
<i>c. At a Staging Area, Base, or Camp.</i>	Agree
<i>d. At a local Emergency Operations Center (EOC).</i>	Agree
<i>e. At a state EOC.</i>	Agree
<i>f. At a Federal Joint Field Office (JFO) or EOC.</i>	Agree
36. Provide comments on Command and Coordination levels.	The product includes an application that can be used on iPhones and iPads. Users need to have an internet connection and appropriate mobile devices to utilize this portion of the product.
37. This product can be used by the following levels of government:	Agree/Disagree/Not Applicable
<i>a. Municipality</i>	Agree
<i>b. County</i>	Agree
<i>c. Regional</i>	Agree
<i>d. Tribal</i>	Agree
<i>e. State</i>	Agree
<i>f. Federal</i>	Agree
<i>g. Special District</i>	Agree
<i>h. Agency</i>	Agree
<i>i. Other</i>	Agree
38. This product can be used to support communications among multiple levels of government(s).	Agree
39. Provide comments on levels of government.	None identified.

40. This product is flexible enough to be used by the public and private sectors.	Agree
41. Provide comments on use by the public and private sectors.	Vendor indicates StandTo has been deployed to over 100 health care facilities in both the public and private sectors.
<b>PLAIN LANGUAGE</b>	
	Agree/Disagree/Not Applicable
42. This product adheres to the principle of plain language (clear text). <b>(Minimum Product Requirement 11)</b>	Agree
43. Provide comments on the use of plain language.	The system uses the HICS colors and icons for a visual representation of positions.
<b>INFORMATION SECURITY</b>	
	Agree/Disagree/Not Applicable
44. This product has redundancy capabilities as a part of its functionality.	Agree
45. The product provides a means to properly authenticate and certify users for security purposes.	Agree
46. This product provides controls to restrict access to sensitive information. <b>(Minimum Product Requirement 12)</b>	Agree
47. This product does not introduce any unique security or vulnerability concerns.	Agree
48. Describe any safeguards integrated to minimize security and/or vulnerability concerns.	System utilizes role-based security.
49. Provide comments on Information Security.	Meeting information is shared with all attendees. Confidential information should not be shared in the meeting feature.
<b>Minimum Product Requirement Summary:</b> Rating for the Communications and Information Management category.	<b>Agree:</b> 9 of 9 <b>Disagree:</b> 0 of 9 <b>Not Applicable:</b> 0 of 9
<b>RESOURCE MANAGEMENT</b>	
<b>Criteria and Question</b>	<b>Result</b>
	Agree/Disagree/Not Applicable
50. This product addresses the need to manage resources.	Agree
51. This product provides for requirements identification.	Agree
52. This product provides for mobilizing resources.	Agree

53. This product addresses the use of Mutual Aid Agreements and resources. <b>(Minimum Product Requirement 13)</b>	Agree
54. This product provides an integrated means for resource typing definitions. <b>(Minimum Product Requirement 14)</b>	Agree
55. This product provides a means for inventorying Federal Emergency Management Agency (FEMA) typed resources. <b>(Minimum Product Requirement 15)</b>	Agree
56. This product provides a means for inventorying non-FEMA typed resources. <b>(Minimum Product Requirement 16)</b>	Agree
57. This product provides a record of credentialed and other personnel. <b>(Minimum Product Requirement 17)</b>	Not Applicable
58. This product provides a means for performing personnel and equipment accountability. <b>(Minimum Product Requirement 18)</b>	Agree
59. This product provides a means for resource requesting/ordering. <b>(Minimum Product Requirement 19)</b>	Agree
60. This product provides a means for resource tracking/reporting. <b>(Minimum Product Requirement 20)</b>	Agree
61. This product provides a means for resource recovery and demobilization. <b>(Minimum Product Requirement 21)</b>	Agree
62. This product assists in the reimbursement process. <b>(Minimum Product Requirement 22)</b>	Agree

<p>63. Provide comments on resource management.</p>	<p>The system has a built-in capability to categorize and track resources. Additionally, a custom interface could be developed by the vendor to integrate with an existing inventory system.</p> <p>The system tracks resource attributes (quantity, cost, location, etc.), but does not identify resource consumers. The system provides detailed reports by position and summarizes the costs for the entire event.</p> <p>The software has the capability for bed census tracking.</p> <p>Based on qualifications, personnel can be pre-assigned to appropriate ICS positions, supporting continuity of operations. The system provides a mechanism to automatically notify alternate personnel within a designated timeframe if the primary contact is unresponsive.</p>
---	--

<p><b>Minimum Product Requirement Summary:</b> Ratings for the Resource Management category.</p>	<p><b>Agree:</b> 9 of 10  <b>Disagree:</b> 0 of 10  <b>Not Applicable:</b> 1 of 10</p>
--	--

**COMMAND AND MANAGEMENT**

Criteria and Question	Result
	Agree/Disagree/Not Applicable
64. This product assists users in the management of an incident.	Agree
65. This product supports (or is consistent with) the following management characteristics of ICS:	Agree/Disagree/Not Applicable
<i>a. Common Terminology</i>	Agree
<i>b. Modular Organization</i>	Agree
<i>c. Management by Objectives</i>	Agree
<i>d. Incident Action Planning</i>	Agree
<i>e. Manageable Span of Control</i>	Agree
<i>f. Incident Facilities and Locations</i>	Agree
<i>g. Comprehensive Resource Management</i>	Agree
<i>h. Integrated Communications</i>	Agree

<i>i. Establishment and Transfer of Command</i>	Agree
<i>j. Chain of Command and Unity of Command</i>	Agree
<i>k. Unified Command</i>	Agree
<i>l. Accountability</i>	Agree
<i>m. Dispatch/Deployment</i>	Agree
<i>n. Information and Intelligence Management</i>	Agree
66. Overall, this product is consistent with the applicable 14 ICS management characteristics. <b>(Minimum Product Requirement 23)</b>	Agree
67. If the product references ICS, the organization charts and/or terminology are consistent with it. <b>(Minimum Product Requirement 24)</b>	Agree
68. Comment on the product's integration of management characteristics of ICS.	65. c - The software uses the term 'goals' rather than 'objectives' for the Incident Action Plan (IAP).  The software has built-in capabilities for activating, reassigning and deactivating ICS positions
<b>Minimum Product Requirement Summary:</b> Ratings for the Command and Management category.	<b>Agree:</b> 2 of 2 <b>Disagree:</b> 0 of 2 <b>Not Applicable:</b> 0 of 2

## IMPLEMENTATION AND PRODUCT OVERVIEW

Criteria and Question	Result
IMPLEMENTATION	
	Agree/Disagree/Not Applicable
69. This product can be easily implemented.	Agree
70. Comment on implementation.	As part of the implementation, the vendor will preload customer-specific data into the system. The system can be implemented in a self- or vendor-hosted environment.
71. System documentation (including training materials and user's guides) is comprehensive.	Agree
72. The vendor provides the following types of practitioner training:	Agree/Disagree/Not Applicable
<i>a. Online</i>	Agree
<i>b. Train the trainer</i>	Agree
<i>c. On-site presentation</i>	Agree
<i>d. Hands-on training</i>	Agree

73. Comment on practitioner training.	Administrator and User training was comprehensive, logically sequenced, and professionally presented.  The Quick Reference Guide is a graphical representation with logical references for the system. It was helpful during hands-on training and would be a good reference tool for users.
74. Training provided allows recipients to proficiently use this product.	Agree
75. There are no unique obstacles introduced by this product that would prohibit a department or agency from providing product training.	Agree
76. Describe any unique obstacles to training.	None identified.
77. This product has an integrated help tool that is comprehensive.	Not Applicable
78. Comment on the help tool.	The vendor states that the online help tool is comprehensive and searchable. However, during the evaluation, the online help tool was unavailable due to maintenance. No rating could be provided on the integrated help tool.
79. Is customer support available? If so, what is its availability and what medium is used (e.g., e-mail, phone, live-chat)?	Vendor states the customer support helpdesk is available 24 hours a day 7 days a week (24/7). Customers can contact the helpdesk via telephone or email.
80. How long would it take a department, agency, or jurisdiction to implement this product?	Less than one month.
81. Comment on how the size or make up of a department, agency, or jurisdiction can impact the implementation of this product.	None identified.
82. Comment on any identified impacts.	None identified.
83. Federal, state, or local laws or regulations will not hinder the implementation of this product.	Agree
84. Comment on any laws that may hinder this implementation.	None identified.
85. Identify any issues with urban or rural implementation.	Internet access is required to implement the product.

86. Identify any issues with paid, combination, or volunteer departments.	None identified.
87. Identify associated expenditures that may be incurred in addition to the initial procurement of this product.	There is an annual subscription fee for updates and maintenance.
<b>PRODUCT OVERVIEW</b>	
88. Overall, this product is consistent with the concepts and principles of NIMS. To receive an agree in this category, this product must be consistent with all of the applicable supporting Minimum Product Requirements.	Agree
89. Identify any issues with NIMS consistency.	Assessors noted inconsistencies with usage of the term goals instead of objectives in the Incident Action Plan; and exercise being defined as a drill in the Glossary of Terms.
90. This product will enhance the user's ability to do his/her job.	Agree
91. Comment on how this product will impact the job performance for the user.	The Job Action Sheets assist users during an exercise/event to perform their assigned tasks. The software adds to user efficiencies via data sharing capability.  The built-in logging capability assists with After Action Reporting and Improvement Planning.
92. This product was easy to use and intuitive.	Agree
93. Comment on the products ease of use.	Any user with basic computer knowledge should be able to use the system with the training provided.
94. This product was reliable during the evaluation.	Agree
95. Describe any issues with reliability.	None identified.

<p>96. Comment on the primary capability/features provided by this product.</p>	<p>The product is an exercise, training, and event management tool for hospitals and health care providers. Primary features include Job Action Sheets for all ICS positions, information sharing tools to include instant messaging and email, systems links, and resource tracking. The vendor provided exercise scenarios are consistent with the 15 National Planning Scenarios and these scenarios are integrated in StandTo with both video and textual injects. The system also provides event tracking; and automated reporting and improvement plans. Reports can be produced in multiple formats (pdf, html, xls).</p>
<p>97. Provide any other observations.</p>	<p>The User and Administrator Manual led the user step-by-step through the product. The manual accurately tracked with the software. Assessors noted that the manual lacked an index or Table of Contents to assist a user.</p>

---

## Appendix B: References

1. American Association for Laboratory Accreditation (A2LA), <http://www.a2la.org/>.
2. National Incident Management System (NIMS), December 2008, <http://www.fema.gov/emergency/nims/>.
3. National Response Framework (NRF), January 2008, <http://www.fema.gov/emergency/nrf/>.
4. NIMS Recommended Standard List, January 2009  
[http://www.fema.gov/pdf/emergency/nims/FY09\\_Recommend\\_Standards\\_List\\_121708.pdf](http://www.fema.gov/pdf/emergency/nims/FY09_Recommend_Standards_List_121708.pdf).
5. Supporting Technology Evaluation Project (STEP) Guide, September 2010, [https://www.nimsstep.org/files/NIMS\\_STEP-Guide.pdf](https://www.nimsstep.org/files/NIMS_STEP-Guide.pdf).
6. Target Capabilities List (TCL), September 2007, <http://www.fema.gov/pdf/government/training/tcl.pdf>.
7. [www.readypointsystems.com](http://www.readypointsystems.com), accessed August 2011.

---

## Appendix C: Acronyms and Abbreviations

24/7	24 hours a day, 7 days a week
A2LA	American Association for Laboratory Accreditation
DHS	Department of Homeland Security
EOC	Emergency Operations Center
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
HAZMAT	Hazardous Materials
HICS	Hospital Incident Command System
HVA	Hazard Vulnerability Analysis
IAP	Incident Action Plan
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
IEC	International Electrotechnical Commission
IMTEL	Incident Management Test and Evaluation Laboratory
ISO	International Organization for Standardization
IT	Information Technology
JCAHO	Joint Commission on Accreditation of Healthcare Organizations
JFO	Joint Field Office
NGSC	NIMS General Support Contract
NIMS	National Incident Management System
NPD	National Preparedness Directorate
P-TAC	Preparedness-Technology, Analysis, and Coordination
QC	Quality Control

---

SAIC	Science Applications International Corporation
STEP	Supporting Technology Evaluation Project
T&E	Test and Evaluation
TCL	Target Capabilities List
UC	Unified Command
WMD	Weapons of Mass Destruction

---

# Appendix D: Vendor Response

40 BURTON HILLS BLVE // SUITE 150 // NASHVILLE // TENNESSEE // 37215 // READYPOINTSISTEMS.COM // 866 506 1930

September 22, 2011

P-TAC Center

**RE: STEP Response Letter**

Attn: STEP

As a result of the Supporting Technology Evaluation Project for ReadyPoint Systems StandTo™ product a response has been provided for the following issues listed in Appendix A: Detailed Results for NIMS Concepts and Principles

## **Command & Management**

The software uses the term 'goals' rather than 'objectives' for the Incident Action Plan (IAP).

*Response: In order to maintain consistency with standard NIMS terminology all instances of the term 'goals' has been revised to 'objectives' throughout the Incident Action Plan (IAP) module.*

## **Product Overview**

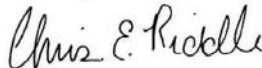
The vendor states that the online help tool is comprehensive and searchable. However, during the evaluation, the online help tool was unavailable due to maintenance. No rating could be provided on the integrated help tool.

*Response: ReadyPoint Systems performs periodic routine system maintenance to deploy new product features and enhancements. All system maintenance performed on production servers is properly communicated and coordinated with clients to avoid service disruption during active events and/or exercises.*

User and Administrator Manual led the user step-by-step through the product. The manual accurately tracked with the software. Assessors noted that the manual lacked an index or Table of Contents to assist a user.

*Response: The online help tool addresses the lack of an index or Table of Contents by providing the user with the ability to select system features or search keywords.*

Sincerely,



Chris E. Riddle  
President

