



FEMA

Summary

NIMS STEP

National Incident Management System Supporting Technology Evaluation Program (NIMS STEP) activities are managed by the Incident Management Systems Integration (IMSI) Division of the National Preparedness Directorate (NPD), Federal Emergency Management Agency (FEMA). The purpose of NIMS STEP is to provide an objective evaluation of commercial and government software and hardware products to assist in the implementation of NIMS. The program is designed to expand technology solutions and provide the emergency management/response community with an objective process to assist in the purchasing of incident management products.

NIMS STEP objectives include:

- Conducting practitioner-relevant assessments of emergency responder software and supporting hardware.
- Providing information that enables responders and emergency management staff to better select, procure, use, and maintain emergency responder software and supporting hardware.
- Inspecting products for their incorporation of NIMS concepts and principles.
- Identifying products applicability of the core capabilities recognized by the Target Capabilities List (TCL).
- Determining product's adherence to applicable NIMS recommended technical standards - the Organization for the Advancement of Structured Information Standards (OASIS) Emergency Data Exchange Language (EDXL) suite of standards including Common Alerting Protocol (CAP).

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.

CAERcall and GOVcall 7.0

This summary presents an evaluation of i-Notification.net's systems CAERcall and GOVcall. The evaluation was conducted from 21 through 24 June 2010 as part of NIMS STEP. The objectives of this evaluation were to determine the incorporation of NIMS concepts and principles and to identify the applicability of core capabilities recognized by the TCL.

System Description

The CAERcall system allows petrochemical, industrial facilities, and local governmental agencies to issue messages containing critical information related to an incident that has occurred. Users can choose who will receive the message by selecting individual or group addressees from lists of network members. System generated reports can contain information about who was notified and date/time of their acknowledgement.

GOVcall provides the same functionality and platform as CAERcall; the primary differences between the two systems are (1) the network list setup and (2) the pick menu on the New Notification / Update Message Preparation Screen. GOVcall allows federal, state and local emergency management/first responder agencies and the business industry to issue messages containing critical information related to an incident that requires multi-agency notification. CAERcall and GOVcall are independent systems that are not designed to share information; however, the two applications can be customized to create an integrated CAERcall/GOVcall network. The figure below depicts the CAERcall screen that allows the user to create a new or update an existing message.

Parish/Member ID	
STA	User ID
<input checked="" type="checkbox"/>	Allen Chemicals
<input checked="" type="checkbox"/>	Blanton FD
<input checked="" type="checkbox"/>	Blanton PD
<input checked="" type="checkbox"/>	Comet Plastics
<input checked="" type="checkbox"/>	Howard Paper Mill
<input checked="" type="checkbox"/>	Jupiter Cty EMS
<input checked="" type="checkbox"/>	Jupiter Cty OHS-EP
<input checked="" type="checkbox"/>	Jupiter Cty Sheriff
<input checked="" type="checkbox"/>	Kellogg Industries
<input checked="" type="checkbox"/>	Monohan Resins
<input checked="" type="checkbox"/>	Northeast Utilities
<input checked="" type="checkbox"/>	Omicron Chemicals
<input checked="" type="checkbox"/>	Plasma Gas
<input checked="" type="checkbox"/>	Russell Petroleum
<input checked="" type="checkbox"/>	Titan Pipeline
<input checked="" type="checkbox"/>	Wyatt Polyolefins

Level	Test Alert
Location	Monohan Resins
Incident Type	Fire
Chemicals	Other Unknown
Weather Info-S.D	1 mph N
Special Message	There is a major fire in the resins mixer building. Two employees have been injured and require medical attention. See the attached sheet for information regarding site access for EMS and fire trucks.
Attachment	C:\Documents and Settings\Laptop 2W\ Browse Upload
Attached Files	No File
Send Cancel	

Figure 1: New Notification/Update Screen

Evaluation Results

MINIMUM PRODUCT REQUIREMENTS

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 in the NIMS Criteria Summary Rating table summarize ratings (Agree, Disagree, Not Applicable) for the Minimum Product Requirements within each NIMS criterion.

NIMS CRITERIA DEFINITIONS

Emergency Support: This category groups criteria related to the applicability of the system to Emergency Support Functions (ESF) and/or the Incident Command System (ICS).

Hazards: This category groups criteria related to the product's applicability to natural and manmade hazards.

Communication and Information Management: This category groups criteria related to common operating picture, interoperability, scalability, plain language, and information security.

Resource Management: This category groups criteria related to the product's capabilities to manage resources including personnel, equipment, supplies, and facilities.

Command and Management: This category groups criteria related to the product's applicability to each of the 14 management characteristics of ICS.

The NIMS STEP team also evaluates each product against Implementation criteria, including time and training impacts on governmental entities.

NIMS Concepts and Principles

The NIMS Criteria Rating Summary table below provides a summary of findings for NIMS criteria. CAERcall/GOVcall is consistent with 3 of 5 NIMS criteria (Emergency Support, Hazards, and Communication and Information Management). The system is not applicable to the NIMS criteria for Resource Management and Command and Management. Overall, CAERcall/GOVcall applies to 5 of 20 Minimum Product Requirements; of which 5 are consistent with NIMS concepts and principles.

Table 1: NIMS Criteria Rating Summary

NIMS Criteria (# of Minimum Product Requirements)	# Agree	# Disagree	# Not Applicable
Emergency Support (1)	1	0	0
Hazards (1)	1	0	0
Communication and Information Management (6)	3	0	3
Resource Management (10)	0	0	10
Command and Management (2)	0	0	2

An overview for each criterion is provided below; refer to the complete inspection report for additional information on NIMS criteria, Minimum Product Requirements, and detailed explanations of results.

Emergency Support: CAERcall/GOVcall meets the Minimum Product Requirement for Emergency Support as the system is consistent with applicable Emergency Support Functions (ESFs) and core functions of the Incident Command System (ICS). CAERcall/GOVcall applies to all ESFs and it is applicable to all Incident Command functions. The product is primarily a communications tool.

Hazards: CAERcall/GOVcall meets the Minimum Product Requirement for Hazards as the system is applicable to at least one hazard. The system applies to all hazards; natural and manmade.

Communication and Information Management: CAERcall/GOVcall meets 3 of 6 Minimum Product Requirements for Communication and Information Management. The product is not applicable to the interoperability requirement. It is designed to push out notifications to network members, but not intended to interface with other systems. CAERcall/GOVcall does not use a standards-based format for notification messages.

Resource Management: CAERcall/GOVcall is not applicable to this criterion; therefore, the product is not required to meet the Minimum Product Requirements for Resource Management.

Command and Management: CAERcall/GOVcall is not applicable to this criterion; therefore, the product is not required to meet the Minimum Product Requirements for Command and Management.

Implementation: It should take less than three months for a department/agency to implement this system. The system's user guide and vendor-provided training is comprehensive.

Target Capabilities List

TCL – CORE CAPABILITIES

The DHS TCL comprises 37 capabilities that address prevention, protection, response, and recovery, as well as, common capabilities such as planning and communications that support all missions.

For more information about target capabilities visit the [TCL section](#) on the [Responder Knowledge Base \(RKB\) website](#).

CAERcall/GOVcall is applicable to the following core capabilities identified in the TCL:

- Common Capabilities: Planning
- Common Capabilities: Communications
- Common Capabilities: Community Preparedness and Participation
- Common Capabilities: Intelligence and Information Sharing and Dissemination

For Further Information

The vendor may have updated the product after the evaluation. Summaries and evaluation reports of products in this series are available through the RKB website at: <https://www.rkb.us>.

NIMS STEP activities are managed by the IMSI Division of NPD within FEMA.

For more information on this evaluation program, please visit:

www.nimssstep.org

www.fema.gov/nims

or contact NIMS STEP staff at nimssstep@nimssc.net