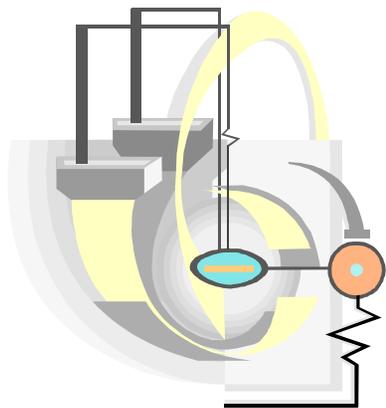


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# Critical Incident Management Software (CIMS) Technology Evaluation Project



**September 25, 2003**

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# The Technology Dilemma

*“Are we buying what we really need?....**We need to have someone out there that can look out for our best interests.**”*

- D. C. Police Chief Charles Ramsey

## Our Mission

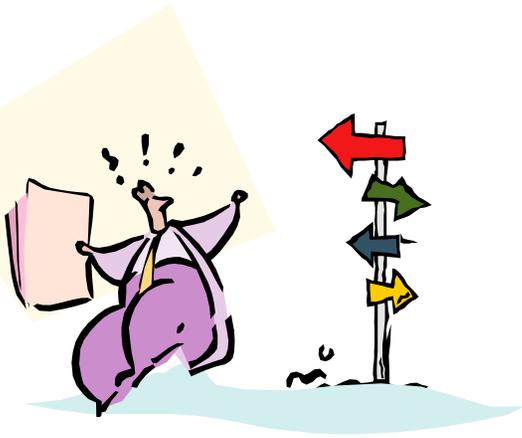
On behalf of the Incident Response Community, evaluate *existing* technology solutions to meet critical needs as determined by this community.

## Primary Goal

Make Better Use of Existing Solutions

# Initial Evaluation - CIMS Phase I

- **Incident Command Systems Evaluated**
- **10 Commercially Available Packages**
- **Results Obtained**
  - ◆ **Detailed Scores on 602 Evaluation Criteria**
  - ◆ **Head-to-head Vendor Comparison**
- **Reusable Products Created**
  - ◆ **Vendor Neutral Testbed**
  - ◆ **Validated Evaluation Process**
  - ◆ **Interactive Decision Support Tool**



# Technology Evaluation Process

- Evaluation Areas
  - ◆ Technical
  - ◆ Functional
  - ◆ Cyber-Security
  - ◆ Product Support
- Criteria Developed in Conjunction with Incident Response Community
- Testbed co-located with DC EMA
- Testbed Based on Typical EMA Facility
- Accredited Evaluators
  - ◆ EMA Personnel (22 Agencies)
  - ◆ Technical / Security Experts



# Usability of Results – Decision Support Tool



Weight	
3	2.1 General Functions
2	2.1.1 The product is structured to support operations along organizational roles.
2	a Defines different levels of access for each type of user according to the prescribed organizational structure.
4	b Provides administration of role assignments by organization.
1	c Provides administration of roles by person.
4	d Provides administrative controls for access to read, write, delete, create, modify, etc.
	e Allows for multi-role user access.
	f Allows for the addition of new users.

# Usability of Results (cont.)

Microsoft Excel - Feature Comparison Matrix.xls

File Edit View Insert Format Tools Data Window Help Acrobat

**All Feature Results**  
 These are the results based on your entered criteria.  
 Click on Vendor Name to get detailed scoring

← Previous Step      Highly Weighted Features Only →

Product & Version										
	ABD	DEF	GHI	JKL	MNO	PQR	STU	WXY	Z12	456
<b>System Environment</b>										
ASP	80.00	N/A	N/A	117.50	N/A	N/A	70.00	N/A	N/A	120.00
LAN	N/A	72.50	N/A	N/A	75.00	N/A	N/A	55.00	N/A	N/A
Hybrid	N/A	N/A	77.50	N/A	N/A	87.50	N/A	N/A	62.50	N/A
<b>Functional</b>										
Reviewed	ASP	LAN	HYBRID	ASP	LAN	HYBRID	ASP	LAN	HYBRID	LAN
Score	208.75	175.00	191.25	247.50	201.25	243.75	50.00	237.50	211.25	248.75
<b>Product Support</b>										
	265.00	255.00	300.00	270.00	285.00	270.00	245.00	245.00	240.00	280.00

# Field Testing



- **On-site EMA Selection Support**
- **1<sup>st</sup> Phase Completed**
  - ◆ **Georgia**
  - ◆ **Maryland**
  - ◆ **Montana**
  - ◆ **Iowa**
  - ◆ **Deleware**

# Current Activities

- **Data Interoperability - XML Standards**
  - **Oasis Standards Organization**
    - **Common Alerting Protocol**
    - **ICS Forms**
    - **Others**
- **Technology Selection Support Tools**
  - **Web-based Decision Product Selection Support**
  - **Requirements Prioritization**
  - **Pre-Acquisition Support**

# Future Activities - CIMS Phase II



- Technology Evaluation
- Deployment
  - ◆ Procurement Support
  - ◆ System / Operational Integration
  - ◆ Training
- Interoperability
- Tesbed Facility
  - ◆ Arlington County, VA
  - ◆ Vendor Neutral Test Facility – Test Bed
  - ◆ Interoperability / Standards Certification
  - ◆ Information Repository

# Key Evaluation Areas



- Incident Command Systems
- Computer Aided Dispatch (CAD)
- Graphical Information Systems (GIS)
- Public Warning Systems
- MMRS Integration

# Questions?



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