

Homeland Security Exercise and Evaluation Program Toolkit

The Corrective Action Program System

GETTING STARTED WITH THE CAP SYSTEM

The Corrective Action Program (CAP) System enables jurisdictions to track corrective actions from an exercise or real-world incident once an After Action Report/Improvement Plan (AAR/IP) has been written. This guide instructs users on how to enter event information and improvement plan data into the CAP System.

CREATING AN EVENT REQUEST

The Event Request process is the initial step that an organization, State, and/or Federal point of contact (POCs) follows for entering information about an exercise or real-world incident into the system.

1. Log into the system and click on the [Content Management](#) link near the top of the Home Page.
2. Under the [Event Management](#) tab, click on the [Create Event Request](#) link.
3. Enter overview information on the incident, including the name of the event and the point of contact (Event POC). Find the name of the Event POC from the system user list, or follow the instructions to establish a new user as the Event POC.

NOTE: Generally, the Event POC should be someone who was involved in the exercise or real-world incident, as well as in writing the AAR/IP. The Event POC will be responsible for entering the improvement plan data into the system, but can create designee accounts to assist with the process.

4. Once the event overview is submitted, the system saves the record and sends an e-mail notification to the specified Event POC.

TRAINING AND SUPPORT RESOURCES

The CAP System has training and support resources to explain system functionality to users. Features include an online system demonstration, an automated and searchable help tool, frequently asked questions (FAQs), and a comprehensive user guide. These resources are available on the CAP System Training Page, which is accessible from the Resources drop-down menu.

For additional information please contact the HSEEP Toolkit help desk at 877-612-HELP (4357) or support@hseep.net.



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ENTERING AN IMPROVEMENT PLAN

Through the Event Management Inbox, the Event POC can enter improvement plan data at their own pace.

1. After receiving an e-mail notification, the Event POC logs in to the system and clicks on the Content Management link near top of the Home Page.

NOTE: If a user designated him or herself as the Event POC during the Event Request process, they can proceed directly to the Content Management page once the Event Request is submitted.

2. Under the Event Management tab, click on the Event Management Inbox link. The event name should be listed in the Inbox. Click the Edit link.
3. Follow the prompts in the Event Management Tool to enter event information and improvement plan details.

NOTE: When adding a corrective action, if the organization responsible for implementation is not in the drop-down list, follow the instructions to add a new organization and/or user to the system.

4. Once you have entered all the requisite event and improvement plan information, change the drop-down menu on the left side of the screen from “In Progress” to “Draft.”

NOTE: If “Draft” does not appear in the drop-down menu, some required event data is missing.

5. Return to the Event Management Inbox. The “Post” button should now be dark blue, giving you the option to post the event to the system.

CAP SYSTEM TRAINING SITE

The CAP System Training Site allows interested parties to familiarize themselves with system processes and features.

Training URL: <http://209.189.228.44/caps/Login.jsp>

Username: **CapTraining**

Password: **Cap_100200**

OTHER TRAINING OPTIONS

Additional CAP System training is available to jurisdictions upon request and may be provided prior to an exercise or may be integrated into an after action conference (AAC). Examples include web-based conferences, workshops, and on-site field training, but the CAP team will work directly with agencies to tailor a training program to fit their needs.

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