



Homeland Security Exercise and Evaluation Program

Corrective Action Program

THE CORRECTIVE ACTION PROGRAM (CAP)

The Department of Homeland Security's (DHS) Corrective Action Program (CAP) provides the basis for systematically developing, prioritizing, tracking, and analyzing corrective actions for improvement areas uncovered in exercises, real-world events, and policy discussions. The CAP provides a means of overcoming the perennial problem of observing the same issues repeatedly characterized as "lessons learned" following exercises and real-world events. The web-based CAP System supports the CAP by enabling assignment and automated tracking of corrective actions.

THE CAP METHODOLOGY

The CAP employs a stakeholder-driven approach to improvement planning at the Federal Interagency, Intra-DHS, and State and local levels, reflecting the guidance provided in the *Homeland Security Exercise and Evaluation Program (HSEEP) Volume III: Exercise Evaluation and Improvement Planning* document. *HSEEP Volume III* and stakeholder specific CAP Process Manuals describe the core methodological elements that apply to the CAP at all levels of government, including:

- **Driving Event.** In order to ensure that there are distinct stakeholders responsible for corrective actions, the CAP requires that improvement planning be driven by specific exercises, real-world events, or policy discussions.
- **After-Action Conference.** Recommendations and corrective actions for addressing the issues identified during an event are developed collaboratively by stakeholders participating in an After-Action Conference held following the event.
- **After-Action Report/Improvement Plan.** The CAP requires development of an After-Action Report/Improvement Plan (AAR/IP) which summarizes an event's key attributes, records recommendations and corrective actions, and recommends organizations for implementation.
- **The CAP System.** Recommendations and corrective actions are entered into the CAP System for assignment, tracking, and reporting.

About the CAP System:

The CAP System, a component of the HSEEP Toolkit, is administered by the DHS National Exercise Division, under the guidance of the Department's HSEEP Steering Committee. Analysts supporting the CAP System carry out national-level trend-analysis, however DHS does not oversee jurisdiction or organization-specific corrective actions. Rather, the CAP System goal is to promote formal programs and processes for the implementation of corrective actions, in order to ensure that the lessons learned from exercises and real-world incidents lead to concrete improvements to preparedness.

For access to the CAP System, please contact the HSEEP Toolkit Help Desk at :

support@hseep.net