Summary

NIMS STEP

National Incident Management System Supporting Technology Evaluation Program (NIMS STEP) activities are managed by the Standards and Technology Branch of the National Integration Center (NIC) within 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).

FirePrograms RMS version X.3 (10.3.8.35)

This summary presents an evaluation of FirePrograms's system FirePrograms RMS version X.3 (10.3.8.35). The evaluation was conducted from 8 through 11 November 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

FirePrograms is software utilized by fire departments to operate and manage their operations and office business system, including several modules:

- Station Manager is a National Fire Incident Reporting System (NFIRS) package that allows the department to manage and organize their incident reporting, personnel, training, operations and administrative functions.

- Risk Manager provides the department with the means to track and manage information on the properties that they protect.

- The National Emergency Management System Information System (NEMSIS) Manager module is the primary module for entering Electronic Patient Care Reports (ePCRs).

- The Mobility module is an interface designed for in the field use with tablet PCs and laptops that run the Windows operating system.

The following are common to all FirePrograms modules: Geographic Information System (GIS) mapping, calendar functions, Email, database search, built-in reports, and custom reporting capabilities. The figure below depicts the default desktop environment for FirePrograms.
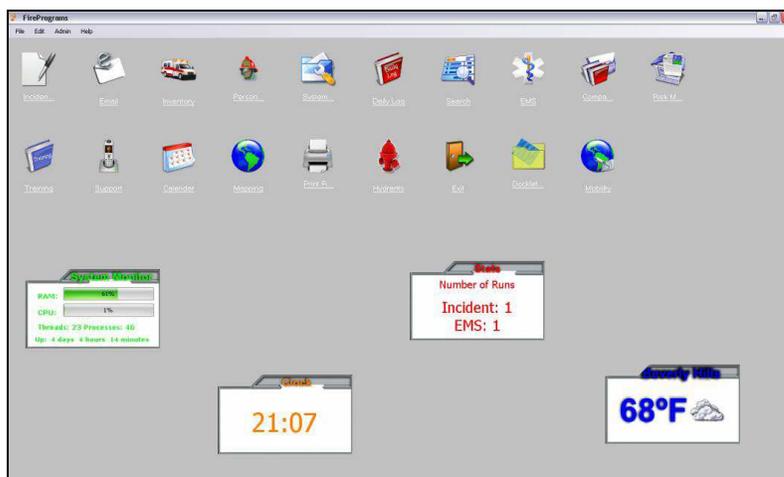

Figure 1: FirePrograms Desktop

Evaluation Results

NIMS Concepts and Principles

The primary capability of FirePrograms is that it is an incident reporting tool. FirePrograms was reliable during the evaluation and easy to use. The NIMS Criteria Rating Summary table below provides a summary of findings for NIMS criteria. FirePrograms is consistent with all applicable NIMS criteria. Overall, FirePrograms applies to 13 of 24 Minimum Product Requirements; all of which 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**
Preparedness (**1**)	**1**	**0**	**0**
Communications and Information Management (**9**)	**5**	**1**	**3**
Resource Management (**10**)	**3**	**0**	**7**
Command and Management (**2**)	**1**	**0**	**1**

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: FirePrograms 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). FirePrograms applies to 7 of 15 ESFs and it is applicable to 7 of 9 Incident Command functions. One item that will impact users is the need to manually pre-load data. FirePrograms does not provide the ability to bulk-load existing data into the system (e.g., fleet information, equipment, personnel).

Hazards: FirePrograms meets the Minimum Product Requirement for Hazards as the system can be used to plan for or respond to at least one hazard. The system applies to natural hazards as well as human- and technological-caused events.

Preparedness: FirePrograms meets the Minimum Product Requirement for Preparedness as the system can be used to support at least one of the core preparedness activities. FirePrograms can be used to support planning; training and exercises; Personnel Qualifications, Licensure, and Certification; and Equipment Certification. The system provides a repository for the data required for developing fire pre-plans.

Communications and Information Management: FirePrograms meets 6 of 9 Minimum Product Requirements for Communications and Information Management. As an incident reporting system, FirePrograms can be used in small- and large-scale incidents and events, in single jurisdictions, and during multi-agency incidents and events. However, FirePrograms is not designed to share data with other systems and does not provide situational awareness during an incident. The system is focused on pre- and post-incident information management. Additionally, it can be used across the full spectrum of multi-discipline incidents and events.

In general, FirePrograms does support plain language (clear text); however, there are a limited number of proprietary acronyms that are not defined.

FirePrograms provides a means to authenticate and certify users for security purposes; however, issues were identified regarding user login and password requirements. The system allows user login requirements to be turned off and does not enforce requirements on passwords (complexity, length, characters, etc.).

Resource Management: FirePrograms meets 3 of 10 Minimum Product Requirements for Resource Management. The system provides a means for inventorying non-FEMA typed resources, can provide a record of credentialed and other personnel, and can assist in the reimbursement process. FirePrograms equipment and personnel accountability is not suited to real-time emergency response and is more useful in a post-event/incident reporting environment.

Command and Management: FirePrograms meets 1 of 2 Minimum Product Requirements for Command and Management. The system is consistent with 2 of 14 ICS management characteristics including Incident Action Planning and Incident Facilities and Locations. FirePrograms does not use ICS organization charts or terminology.

Implementation: FirePrograms can be easily implemented; however, to maximize the value of the system the user must preload a significant amount of information. On-site training is not part of the standard package but it is available for an additional cost. FirePrograms includes an electronic user guide as part of the system but there is no integrated help tool.

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.

FirePrograms is applicable to the following core capabilities identified in the TCL:

- Common Capabilities: Planning; Risk Management; Intelligence and Information sharing and Dissemination

- Respond Mission Capabilities: Critical Resource Logistics and Distribution; Responder Safety and Health; Fire Incident Response Support; Weapons of Mass Destruction (WMD) and Hazardous Materials Response and Decontamination, Search and Rescue; Emergency Triage and Pre-Hospital Treatment

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 NIC within FEMA.

For more information on this evaluation program, please visit:

www.nimsstep.org

www.fema.gov/nims

or contact NIMS STEP staff at **nimsstep@nimssc.net**.