CALIAN ® | **Response** Ready™

Are you prepared?

CALIAN ® | **Response**
Ready™

Calian believes that the path to preparedness, whatever the organization's need, should not have barriers. Furthermore, that same path should be based on a structured, proven approach that can be applied to any type of organization, and any type of challenge.

To be truly prepared, organizations must regularly test their plans and procedures through an established exercise and training program. Effective exercises can be accomplished by following three distinct steps: the design, the delivery, and the evaluation of plans and procedures used in responding to the emergency. This means being proactive in identifying the objectives and types of emergency scenarios that could be faced, practicing the structure, process and procedures associated with the scenario regularly and properly applying the lessons learned. It is for these reasons that Calian has developed Calian ResponseReady.

Calian ResponseReady is the industry-leading exercise management and simulation platform that supports the creation, delivery and evaluation of highly realistic exercises that range from interoperability large-scale exercises, to small-scale organizational exercises and drills.

In short, Calian ResponseReady addresses the need to be prepared by simulating real-life emergency situations.

How Calian ResponseReady Works

Available from Calian as a licensed software product, Calian ResponseReady enables clients of government and non-government agencies and departments to experience customized exercise scenarios—the complexity and variance of these limited only by the organization's requirements and objectives.

Exercise scenarios can be easily loaded from an existing library or developed based on an organization's specific goals and delivered in fully immersive simulations to be played out by all those involved. And equally as important, comprehensive evaluations of all exercises can be garnered and shared to ensure participants have access to lessons learned and can apply them in real-world scenarios.
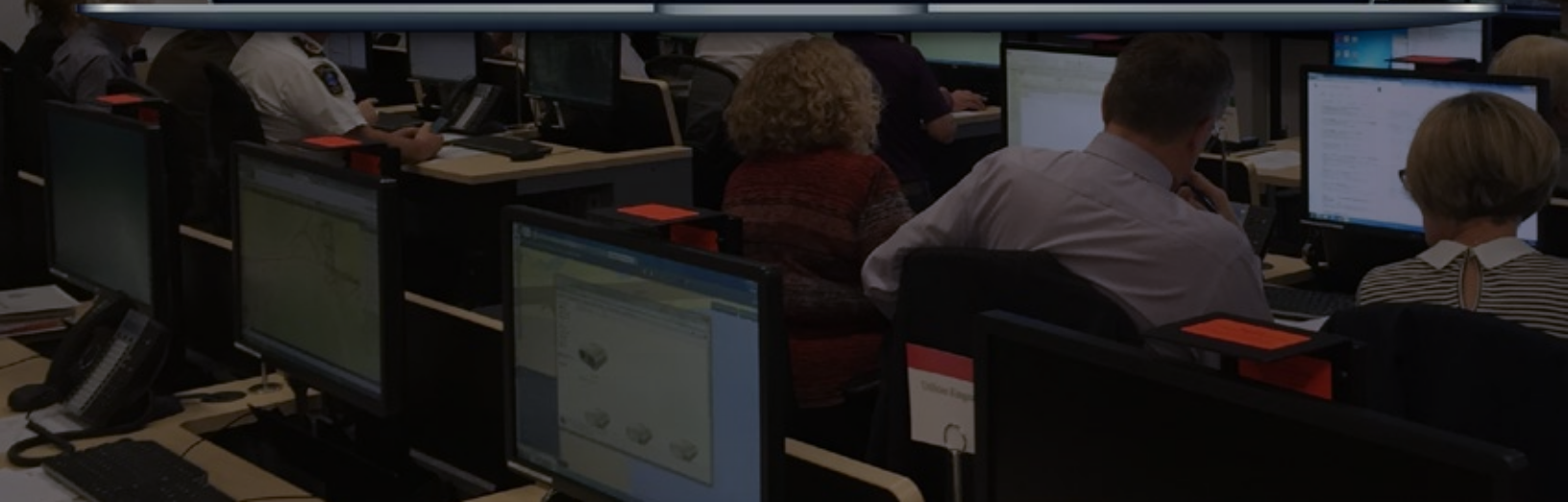
Welcome to the
Power of process

Design **Deliver** **Evaluate**

Originally designed to provide a realistic training and simulation environment for nuclear power plant interoperability exercises, Calian ResponseReady has a proven track record of delivering realistic exercises within the public and private sectors, involving both single-agency and multi-agency organizations.

It is used by Calian's own consultants who design and manage complex multi-departmental exercises for major government and private-sector clients, and is now available as stand-alone, licensed software.

Calian's expertise includes:

- Emergency Management
- Nuclear Emergency Preparedness
- Business Continuity
- Crisis Communications
- Cyber Incident Response

Calian ResponseReady is used by individual customers via their own accounts, who want a turnkey exercise design and delivery platform.

✂ Design

The Calian ResponseReady platform easily enables the design of exercises based on a wide variety of events—all pertinent to specific exercise needs. From natural disasters, to data breaches, terrorist attacks, pandemics—regardless of the need, Calian ResponseReady can create any scenario replicating these factors—right down to social media monitoring, misinformation campaigns, and more.

A variety of injects can be created for a scenario to replicate how a client typically receives, manages and distributes information from phone calls, emails, and articles, to social media content and videos that provide information to exercise participants about the unfolding situation.

The Calian ResponseReady Scenario Narrator provides exercise developers and designers with:

- An Exercise Wizard – For step-by-step exercise creation and customization of pre-developed scenarios
- A Master Events List Editor – Enables users to build their own scenario
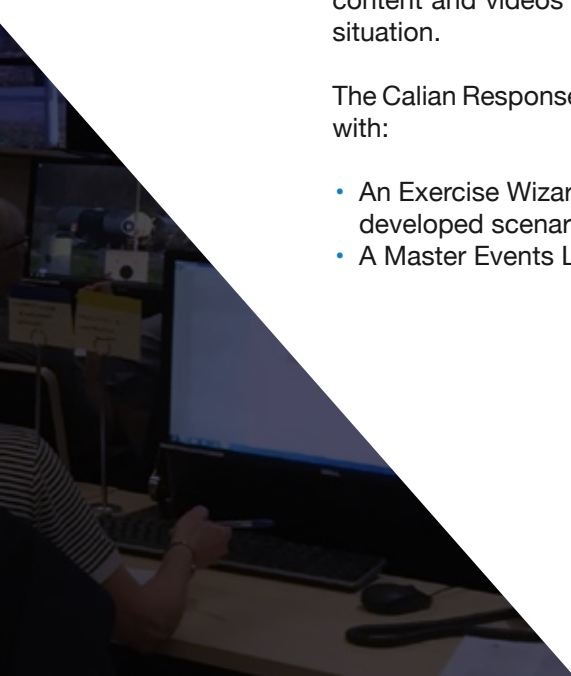
✈ Deliver

Once a scenario is created, it is time to deliver the exercise to the participants. This is accomplished in a password-protected exercise sandbox, allowing participants to take part in the exercise in a safe and controlled environment. Calian ResponseReady brings the designed exercise to life, delivering a realistic experience to the participants.

Exercise Injects

Exercise injects can be delivered automatically by Calian ResponseReady. Each inject is tracked individually using the exercise timeline, allowing the Exercise Control team to monitor the scenario delivery and to address any issue that may arise during the exercise. The timeline also provides situational awareness to the Exercise Control team regardless of their location. A controller chat functionality enables Exercise Controllers to share information during the exercise.

Social Media Simulator

Calian ResponseReady also includes comprehensive Social Media simulation tools purpose-built to reproduce major social media environments that would be in use during a real emergency including:

- Chatter
- Chatbook
- Chatdeck

These tools allow response agencies to simulate the monitoring of public opinion on response efforts, provide valuable information to the public, and monitor and correct any misinformation that may be circulating on social media sites. In fact, the realism of the social media interface and the ability of Calian ResponseReady to automatically introduce a large volume of pre-scripted content into the scenario increases the realism of any exercise for participants and communications personnel.

They have also been created because of the impact of public opinion, both positive and negative, that is reflected in Social Media and how it plays a critical role in how response agencies handle emergency situations as they unfold. Identifying just one piece of critical information in a sea of Social Media posts can make all the difference—sending first responders to the right location at the right time can save lives.

It can also correct crucial pieces of misinformation, helping to restore public confidence by "filtering out" the unwanted distractions of misinformation as the public voices its opinion, and keeping emergency teams focused and effective.

Evaluate

Following the delivery of exercises, the Calian ResponseReady evaluation tool is used to determine the effectiveness of the response to the emergency. The tool ensures the findings are fair, accurate, and supported by the observations of the evaluators. This helps identify best practices, gaps, and areas for improvement.

Calian ResponseReady enables detailed evaluation of the exercise using the following functionality.

Exercise Evaluation Tool
- Creates custom surveys for data collection that can include multiple styles of questions that can be organized into different categories
- Stores participant responses in an online database
- Analyzes and compares responses directly on the website to easily identify correlations and trends within datasets
- Exports datasets from the website directly into Excel spreadsheets

Live Poll
- Creates an interactive evaluation/discussion using live-poll questions to display survey question results immediately to participants
- Guides the evaluation or other discussions by exploring the results of live-poll tables in real time
- Starts and stops poll voting with easy-to-use controller functionality
- Saves data for export and subsequent analysis

Emergency Preparedness is **Critical**

Mitigate Risk Through Preparedness

In today's extremely complex world, organizations of all types must be prepared to respond and mitigate risk. However, it begs the question of what does "prepared" mean, as it can vary wildly between different people, roles, and more.

For instance, does it mean keeping the public safe in the face of an emergency or crisis? Is it business continuity due to a data breach, placing your corporate reputation on the line? And whether it be government agencies tasked with public safety, or industries that are regulated and must be compliant such as nuclear power plants that must practice constantly, or enterprise businesses where data privacy, reputation, and business continuity is critical—all have their own definition and associated requirements.

Regardless of industry, preparedness requires a systematic approach through an exercise management and simulation platform—one that can comprehensively replicate real-life emergency situations to build exercises that enable the application of lessons learned for continued improvement.

Achieve Cost-effective Return on Investment (ROI)

For so many organizations, operating costly emergency management and systems is out of the question. The budgets are simply not there. Even those who are mandated to perform emergency preparedness and have the necessary budget must continuously look for efficiencies and ROI in terms of exercise planning.

However, what if there was a more cost-effective means of creating and delivering exercises, as well as gathering and applying key lessons from those exercises? More so, if such a solution did exist, investing wisely and proactively would result in making the reactive part less costly, thus providing strong ROI on the investment.

This is where Calian can help. It has made its exercise management and simulation platform—ResponseReady—accessible to all organizations with the ability to purchase licenses that fit almost any need—including the number of exercise controllers, number of participants, and the required functionality.

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Make it a Priority and Save Time

Most people have "day jobs"—one that requires them to maintain any number of tasks and projects—meaning that they are overseeing far more areas than just handling emergency situations. Even if there is a dedicated exercise planning team, efficiencies in exercise planning are a welcome gain in terms of resource utilization.

An organization may not have an exercise planning cell; therefore, it can be too easy for it to fall into the Tabletop Exercise trap or adopt an inconsistent exercise schedule. What if an organization could efficiently plan and deliver exercises, all the while applying lessons learned in a way that saves time, while improving emergency management capabilities?

Calian's leading-edge Exercise Management and Simulation Platform can do just that—save time and reduce cycles.

Lack of Realism in Exercises

An organization may already have established practice drills or specific exercises, but does it truly mimic the real-life situation its team will face in the emergency? The mantra of "train the way you operate" is essential in the world of emergency management exercises. Realism comes from creating an experience that reflects how the organization operates and replicates its environment with as much fidelity as possible.

The Increased Need for Preparedness

From climate adaptation to wildfires, floods, global pandemics and external threats to critical infrastructure, data loss and hacking, business continuity—there is an upward trend in frequency, severity, and the costs associated with these events.

This upward trend means that the need to be prepared is greater than ever. And the value of being proactive through regular practice and applied learning has taken on a whole new level of importance. Unfortunately, although the best of intentions may be present, there are other influencing factors impeding the investment in preparedness.

From the complexity of identifying the frequency and diversity of scenarios, to limited budgets, to lack of expertise and time—any of these factors can impede preparedness planning. However, in the modern-day world where emergencies of all types are around every corner, not being prepared is not an option.

Find the Expertise and Be Prepared

For any organization, creating realistic and effective emergency preparedness exercises can be challenging. It requires both a structured approach to exercise methodology and the ability to apply the resultant learnings. For instance, defining what to do in a specific emergency, who does it, when they do it, and more—all these factors pose complex challenges with the design, delivery and evaluation of exercises being key aspects. Regardless of the level of expertise, an effective toolkit is critical.

Calian's industry-leading platform guides an organization through the creation, delivery, and evaluation of even the most challenging of exercise requirements.

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For more information, go to: **www.calianresponseready.com**

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