ASPR RISC 2.0 USER INSTRUCTIONS
August 2023
Version 1.2
Risk Identification and Site Criticality Toolkit

The Risk Identification and Site Criticality Toolkit (RISC) Toolkit, provides data-driven all-hazards risk assessments. The RISC Toolkit provides public health and healthcare organizations with tools to identify threats and hazards; accesses vulnerabilities; and determine the criticality and consequences of these vulnerabilities.

The version 1.0 is excel based and currently being used by more than 1,400 public health and healthcare organizations. The next generation of the RISC Toolkit is web based, offers an improved user experience, and includes more advanced tools.

ASPR's Division of Critical Infrastructure Protection (CIP) is encouraging input from Healthcare and Public Health (HPH) Sector partners through the RISC 2.0 REACT Partnership as we work to modernize this critical tool.

Users interested in participating in the Interim Authority to Test activity can start here:

August 2023
Version 1.2
## Document Revisions

<table>
<thead>
<tr>
<th>Date</th>
<th>Version Number</th>
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<tbody>
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Preface

Description of the User

This user manual is intended for those using the ASPR RISC 2.0 tool to monitor the risks and hazards of health facilities. This includes but is not limited to emergency managers, regional directors, and system administrators.
Description of the product

Purpose of the Product

The mission of the HHS Office of the Assistant Secretary for Preparedness and Response (ASPR) is to save lives and protect Americans from 21st century health security threats. ASPR leads the nation's medical and public health preparedness for, response to, and recovery from disasters and public health emergencies. Managing risk is one of the most complex and critical aspects of running a healthcare facility. The goal of the Healthcare and Public Health Risk Identification and Site Criticality Toolkit (RISC Toolkit) is simple: make that task easier.

The RISC Toolkit is a cost-effective, objective, data-driven, all-hazards risk assessment tool. It allows healthcare and public health facilities to determine their risk for a variety of 21st century health security threats, including chemical, biological, radiological or nuclear attacks; pandemic influenza or other emerging infectious diseases; and other manmade or naturally occurring incidents.

RISC 2.0 serves as a nexus for risk management strategic alignment among the healthcare and public health stakeholder community. RISC 2.0 includes significant focus on building a strong community of users and aligning the tool to other strategic initiatives across ASPR, the interagency, and the users themselves.

Profile Creation

Registering and Logging In

How to register for a RISC 2.0 account and log in

Registering

The landing page of the RISC 2.0 platform will prompt users to either create a new account or log into an existing one. To register for a RISC 2.0 account;

1. Select Access RISC 2.0 from the landing page
2. Select Register
3. Choose a Username
4. Choose and confirm a Password
5. Input your Email
6. Input your First Name
7. Input your Last Name
8. Select Register
9. Set up Mobile Authenticator
   9.1. Install FreeOTP or Google Authenticator on your mobile device
   9.2. Open the application and scan the QR code
   9.3. Enter the one-time code and click submit
FIGURE 1. RISC 2.0 SIGN-UP PAGE

NOTICE: To access various support mechanisms and information about the platform, select the Support dropdown located on the landing page.
Logging In
If you have just created an account or if you already have an account;

1. Select **Access RISC 2.0** from the landing page
2. Type in your Username
3. Type in your Password
4. Select **Sign In**
5. Use the Mobile Authenticator and input the one-time code
Creating a Profile

How to create your Profile

Creating a Profile

1. Select Create Profile

Identification

To identify your Facility or Manager:

1. Type in your Facility or Manager Name
2. Type in your Facility or Manager Description
3. Select if your Facility manages other Facilities
   a. Select this toggle if your Facility has Facilities “below” it that you either manage or require view access to.
4. Select if Risk Assessments are performed at your Facility
   a. Select this toggle if you will be performing risk assessments for your facility. Do not select this if you are solely a managing organization with no physical location.
   b. Select the sector that best describes the Facility
5. Select Continue
**FIGURE 5. RISC 2.0 PROFILE IDENTIFICATION PAGE**

**NOTICE:** One or both toggles can be selected, but not neither.

**Location**

**NOTICE:** If Risk Assessments are not performed at your Facility, this section will be greyed out and the user should not complete it.

*If Risk Assessments are performed at your Facility, locate the Facility by:*

1. Use the dropdown in the center of the map to type in your Facility to auto populate the location information on the right side of the page
   a. If your Facility is a hospital or a nursing home, search by the name and select from the dropdown
   b. If your facility is not a hospital, a nursing home, or is not locatable in the dropdown, simply type in the address of the facility
2. Once selected, a pane will be displayed on the right-hand side, use this to confirm the Facility location
3. Select **Continue**
**FIGURE 6. RISC 2.0 FACILITY LOCATION PAGE**

**NOTICE:** Once a location is selected from the drop down, the boxes for Street, City, State, County, Postal Code, Latitude, and Longitude will self-populate.

**Definition**

**NOTICE:** If Risk Assessments are not performed at your Facility, this section will be greyed out and the user should not complete it.

*If Risk Assessments are performed at your Facility, define the Facility by:*

To define your Facility

1. Click the **Health Sector Characterization** section and;
   a. Select one primary healthcare and public health sector that defines your facility
   b. Select one or more secondary healthcare and public health sectors that defines your facility
2. Click the **Facility Information** section and;
   a. Select the description that best applies to the facility from the options
   b. Select the type of information that is stored, maintained, or is relevant to the facility from the options
   c. Select if the facility is connected to an internet network to provide or maintain services or functions
3. Click the **Hazards** section and;
   a. NOTE: This section is currently a placeholder, please continue on
4. Select **Complete**
Evaluations I & II

NOTICE: If Risk Assessments are not performed at your Facility, this section will be greyed out and the user should not complete it.

If Risk Assessments are performed at your Facility, choose evaluations by:

1. Select the Hazard evaluations you would like to perform
   a. At least one Local and one External Lookup Hazard evaluation must be selected
2. Select the Vulnerability evaluation you would like to perform
   a. At least one must be selected
3. Select Continue
4. Select the Consequence evaluations you would like to perform
   a. At least one Common and on Hazard Specific Consequence evaluation must be selected
5. Select the Criticality evaluation you would like to perform
6. Select Continue

NOTICE: The minimum required evaluations will be selected by default and users may preview evaluations by selecting the Preview button

Summary

To finalize your Profile

1. Review profile Identification, Definition, and Selected Evaluations
   a. Edit if necessary
2. Select Submit
Viewing and Adding Users
The Users function allows the user of a Facility to view all the other users that have access to the Facility, as well as invite Users to join the Facility.

To view the Facility users:

1. Select Users on the left pane.

Current users will be automatically displayed, and any Pending Invitations will be displayed in the Pending Invitations tab.

Adding Facility Users
To add a user to the Facility
1. Select **Add User** on top right of the Users page.
2. Input the new users Email Address
3. Select Standard Roles and/or Organization Roles for the user
   a. Standard Roles only apply to the Facility that is currently selected
   b. Organization Roles apply to the Facility that is currently selected as well as all Facilities below on the hierarchy.
   c. NOTE: If you are working in a Managing Only Profile and not a Facility Profile, only the Organization roles will be displayed
4. Select **Confirm**
5. Select **Confirm**

**NOTICE:** If the Email Address is already associated with an account in the RISC 2.0 platform, this will invite them to be a member of the Facility. If the email address is not already associated with an account in the RISC 2.0 platform, this will invite them to create an account and then be a member of the Facility.

---

See table below to determine the permissions given to each role:
Table 1. Permissions associated with each role.

<table>
<thead>
<tr>
<th>Role</th>
<th>View</th>
<th>Answer Evaluations</th>
<th>Invite &amp; Assign Roles</th>
<th>Create &amp; Update Profile</th>
<th>Create &amp; Update Hierarchy</th>
<th>Remove</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Admin (SA)</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes (all roles)</td>
<td>Yes</td>
<td>Only Organization SA</td>
<td>Only Organization SA</td>
<td>Emergency Manager</td>
</tr>
<tr>
<td>Emergency Manager (EM)</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes (EM and below)</td>
<td>Yes</td>
<td>Only Organization EM</td>
<td>No</td>
<td>Emergency Manager</td>
</tr>
<tr>
<td>Emergency Response Coordinator (ERC)</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes (ERC and below)</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>• Organizational Emergency Response Coordinator</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Hospital Association Partner</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Regional Hospital Coordinator</td>
</tr>
<tr>
<td>Capability SME</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>• Organizational Information Security Officer</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Organizational Financial Manager</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Organizational Capability SME</td>
</tr>
<tr>
<td>System Observer</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>• Facility and Organizational Leadership</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Regional and County Health Director</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Risk Assessment Methodologist</td>
</tr>
</tbody>
</table>

Conducting a Risk Assessment

Assessment Creation

Begin Assessment

Immediately after the profile creation, you will be prompted to begin a new Facility Risk Assessment. To do this select **Begin Assessment**.
Name Assessment

Because a user can have multiple assessments within one profile, it is crucial to name your assessment. Examples of multiple assessments are a new assessment annually or bi-annually, or a new assessment is conducted due to a change in the facility (i.e., new wing, new security protocols).

To name your Facility Risk Assessment:

1. Type your Facility Risk Assessment Name (e.g., Walter Reed Hospital 2022)
2. Type your Facility Risk Assessment Description (e.g., Walter Reed Hospital 2022 Annual Risk Assessment)
3. Select Create Assessment
Risk Assessment Dashboard

Upon creating your Facility Risk Assessment, the Dashboard will be displayed.

**Test Facility - Dashboard**

<table>
<thead>
<tr>
<th>Evaluations</th>
<th>Name</th>
<th>Type</th>
<th>Sub Type</th>
<th>Status</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start</td>
<td>Common Consequence</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Manage</td>
<td>Hazard Specific Consequence</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Start</td>
<td>Criticality</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Start</td>
<td>Local Hazards</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Start</td>
<td>Lookup Hazards</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Start</td>
<td>Comprehensive Hospital Vulnerability</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Scores (Bottom Right Section)**

The table displays the Hazard (H), Vulnerability (V), and Consequence (C) scores, as well as the final risk score, which is the product of the H, V, and C scores. This will update automatically has evaluations are completed.
**NOTICE:** Several values in the H column are automatically filled out when the dashboard is rendered. These are the Hazard scores that are automatically calculated based on selections from the location and definition sections of the Facility Profile.

The Criticality score is located below the table.

**Visualization (Bottom Left Section)**

This section automatically displays the top 5 hazards and their scores in graphical representation. This will update automatically as evaluations are completed. User can use the tags and search bar to remove and add hazard to the graph.

**NOTICE:** Due to space constraints, it is recommended to limit the number of hazards on the graph

**Performing Evaluations**

This section will cover the 6 default evaluations that are selected in the Facility Profile creation. Users can jump back and forth between evaluations as progress will be saved.

**Hazard Evaluations**

There are two types of hazard evaluations, Local Hazards and Lookup Hazards.

**LOCAL HAZARDS EVALUATION**

The Local Hazards evaluation is an evaluation for hazards that are specific to the facility. Hazards are scored exclusively by their rate of occurrence at the facility. As the hazards go down in occurrence, so does the Hazard score. Utilize the matrix to calculate how frequent the hazards would occur at your facility.

There are three types of local hazards:

- Technological Hazards: examples include fire alarm failure and HVAC failure
- Human Hazards: examples include bomb threat and hostage situation
- HAZMAT Hazards: example include internal biological or radiological exposure

To perform the Local Hazards Evaluation:

1. Select **Start** on the Local Hazards Evaluation in the Dashboard
2. Click the **Technological Hazards** section
   a. Select the appropriate rate of occurrence for the hazards
3. Click the **Human Hazards** section
   a. Select the appropriate rate of occurrence for the hazards
4. Click the **HAZMAT Hazards** section
   a. Select the appropriate rate of occurrence for the hazards
5. Select **Next** to advance through the questions and then select **Complete** when done
FIGURE 14. RISC 2.0 LOCAL HAZARDS EVALUATION

LOOKUP HAZARDS EVALUATION
The Lookup Hazards evaluation is a Hazard evaluation for hazards that could not be calculated automatically and require the user to manually input information based on a national database. Hazards are scored based on user input and later multiplied by the Hazard Relative Modifier.

To perform the Lookup Hazards Evaluation:

1. Select **Start** on the Lookup Hazards Evaluation in the Dashboard
2. Click a hazard on the left-hand side
3. Read and follow the instructions for that given hazard
4. Input the results
5. Continue to next hazard and repeat
6. Select **Complete**
Vulnerability Evaluation

The Comprehensive Hospital Vulnerability evaluation is a Vulnerability evaluation for all hazards. Scores are based on the response to several yes/no or multiple-choice questions. Each section has several subsections that contain related questions.

To perform the Vulnerability Evaluation:

1. Select **Start** on the Comprehensive Hospital Vulnerability Evaluation in the Dashboard
2. Select the various sections on the left-hand side and answer the questions
3. Select **Next** or **Complete**
Consequence Evaluations

There are two types of consequence evaluations, Common Consequence and Hazard Specific Consequence. There are three categories of consequence impact: Human, Property, and Business. The questions in General encompass multiple impacts.

COMMON CONSEQUENCE EVALUATION

The Common Consequence evaluation is a Consequence evaluation for all hazards. These are questions about the facility that are not specific to one hazard. Questions are a combination of yes/no and multiple-choice questions. If the facility is a direct patient care facility (as indicated in the Facility Profile), an additional Direct Patient Consequence section will be visible, and the user will have to answer those questions.

To perform the Common Consequence Evaluation:

1. Select Start on the Common Consequence Evaluation in the Dashboard
2. Select the consequence section and answer the questions
a. If you are a Direct Patient Care facility, select the Direct Patient Care section and answer the questions.

3. Select **Complete**.

![Figure 17. RISC 2.0 Common Consequence Evaluation](image)

**FIGURE 17. RISC 2.0 COMMON CONSEQUENCE EVALUATION**

**HAZARD SPECIFIC CONSEQUENCE EVALUATION**

The Hazard Specific Consequence evaluation is a Consequence evaluation where questions are answered about a specific hazard. For this reason, the user must fill out the survey for all hazards they wish to have a consequence score for. Questions are a combination of yes/no and multiple-choice questions.

To select a Hazard Specific Consequence evaluation, use the Hazard Specific Dashboard.

The Hazard Specific Dashboard contains the following information:

- **Action**: Select the **Start** button to begin any of the Hazard Specific Consequence Evaluations
- **Hazard**: the hazard associated with that Hazard Specific Consequence Evaluation
- **Description**: a description of the hazard
- **H*V Score**: the product of the Hazard score and Vulnerability score for the hazard. Use this score to determine which Hazard Specific Consequence Evaluations should be prioritized. Note: The H*V score will only be accurate if the Hazard and Vulnerability evaluations have been completed. A hazard with a high H*V score means that this hazard is both likely to occur and the facility is vulnerable to it.
- **C Score**: The consequence score will be displayed here once the evaluation is completed
- **Status**: Status of the evaluation, Not Started, In Progress, or Complete
- **Progress**: Progress of the evaluation based on completed question.
To perform the Hazard Specific Consequence Evaluation:

1. Select **Manage** on the Hazard Specific Consequence Evaluation in the Dashboard
2. Select **Start** on the Hazard Specific Consequence Evaluation you wish to perform
3. Select the sections on the left-hand side and answer the questions
4. Select **Complete**

### Criticality Evaluations

The Criticality Evaluation is different from the Hazard, Vulnerability, and Consequence types as the results are not one score per each hazard, but rather one score for the entire facility. The Criticality score measures how critical the facility is to the general region. For example, if there are nearby facilities that can easily assume the responsibility if your facility is in a crisis, the criticality score would be lowered.
The sections of this evaluation are determined by which sector was selected in the profile. In the image below, the Pharmaceutical section is displayed, but if Direct Patient Care was selected, a Direct Patient Care section would be displayed.

To perform the Criticality Evaluation:

1. Select **Start** on the Criticality Evaluation in the Dashboard
2. Select the various sections on the left-hand side and answer the questions
3. Select **Next** or **Complete**

![FIGURE 20. RISC 2.0 CRITICALITY EVALUATION](image)

Adding Assessments
There are two ways a user can add a new assessment, clearing out previous answers or cloning previous answers.

To add a new assessment:

1. Click the dropdown box on the top right side of the dashboard and select **New Risk Assessment**

![FIGURE 21. RISC 2.0 ADD NEW RISK ASSESSMENT BUTTON](image)

Creating New Assessments
To create a brand-new assessment:

1. Type the new assessment Name
2. Type the new assessment Description
3. Select **Create Assessment**
The new assessment will automatically pop up, the same evaluations will be displayed, but with all the answers cleared out.

**FIGURE 22. RISC 2.0 ADD OR CLONE RISK ASSESSMENT**

**Cloning Assessments**
To clone an existing assessment:

1. In the top drop down select the existing assessment you would like to copy from
2. Type the new assessment Name
3. Type the new assessment Description
4. Select **Create Assessment**
FIGURE 23. RISC 2.0 CLONING RISK ASSESSMENTS

The new assessment will automatically pop up, the same evaluations will be displayed, with the same answers as the original assessment that was cloned.

Organization

Instead of having a standalone Facility and assessment, users can create a Facility hierarchy and/or become a part of the Facility hierarchy. This section will explain several features of the Organization function.

NOTICE: The functions below will only be visible if the user had selected that they are a Managing Facility in the Profile Creation Identification Page or if Users were invited to join an Organization.

Organization Hierarchy

The Organization Hierarchy displays the hierarchy of facilities within your Facility.

To view the Organization Hierarchy:

1. Select Org Hierarchy on the left pane.

The right pane displays the Organization Hierarchy in tree view. The middle section displays a list of all Facilities and Types associated with the Organization.

FIGURE 24. LIST OF DEPENDENT FACILITIES IN AN ORGANIZATION

Inviting an Existing Facility

If a facility exists in the RISC 2.0 platform but it not connected to your Organization Hierarchy, they must be invited to join.

To invite an existing facility to your Organization Hierarchy:

1. Select Invite Existing on the top right of the Organization Hierarchy page.
2. Type the facility name into the textbox and select from the drop-down list
3. Select Ok

The facility will be displayed in the Pending Invitations tab in the Organization Hierarchy page until the user of that facility accepts the invitation.

Adding a New Facility
If a facility does not already exist in the RISC 2.0 platform, it must be added.

To add a new facility to your Organization Hierarchy:

1. Select Add New on the top right of the Organization Hierarchy page
2. Type the Facility Name
3. Type the Facility Description
4. Select the toggle for if the Facility manages other Facility or facilities and/or if Risk Assessment are performed at the Facility
   a. If Risk Assessments are performed at the Facility, select the sector that best describes the Facility
5. Select Continue
FIGURE 26. ADDING A NEW FACILITY TO ORGANIZATION FUNCTION

From here you can choose to add users to the Facility, Skip Users and create the Facility Profile on your own or be done and come back to it later.

ADDING USERS
1. To add a user to the new Facility, select Add User and follow Section 3.3.1 for adding users.
2. Select Complete

SKIP USERS
1. To Skip Users, select Facility Profile on the bottom left on the page
2. Follow Sections 3.2.3, 3.2.4, 3.2.5, and 3.2.6 to fill out the Facility Profile

BE COMPLETE
1. Select Complete. You can choose to add users or create the Facility Profile at a later time.
Organization Progress
Once your Organization is set up, you are able to view the progress of your dependent Facilities on their evaluations.

To view your Organization’s progress:

1. Select **Org Progress** on the left pane.

From here you can view how many Evaluations the Facilities in your Organization have selected, and are Completed, In Progress, or Not Started. You can also Export the data by selected **Export**.
FIGURE 28. ORG PROGRESS PAGE. NOTE: THIS IS NOTIONAL DATA AND NOT ACTUAL DATA.

Organization Overview
As a part of an Organization, you have access to view the scores of all the Facilities within your Organization.
To view an overview of your Organization’s risk scores:

1. Select **Org Overview** in the left pane
From here you can view your Organization's Facilities Risk Scores, Hazard Score, Vulnerability Score, Consequence Scores, and Criticality Scores but using the dropdown on the top left.
All threats/hazards are listed on the left axis and the Facilities are list on the bottom. The various scores are displayed in a heatmap.
To customize your view, use the pane on the right side, and to update the number of Facilities per page use the bottom section.
To customize which Facilities you want to view in the heatmap, use the breadcrumb feature on the top left on the page.

**Organization Analytics**

As a part of an Organization, you have access to view the aggregated scores and analysis of all the Facilities within your Organization.

To view an overview of your Organization’s risk scores:

1. **Select Org Analytics** in the left pane

From here you can view your Organization’s Facilities Aggregated Risk Scores, Hazard Scores, Vulnerability Scores, Consequence Scores, and Criticality Scores but using the dropdown on the top left to select. All threats/hazards are listed on the bottom. The various scores are displayed in a box and whisker plot and can we sorted by average, min, max, median, and standard deviation.
To customize which Facilities you want to view in the analytics, use the breadcrumb feature on the top left on the page.

![Hazard Scores](image)

**FIGURE 31. ORG ANALYTICS PAGE. NOTE: THIS IS NOTIONAL DATA AND NOT ACTUAL DATA.**

### Accessibility

**Basic Navigation**

Like most web applications, the Tab key will cycle through the interactive elements on the page. Hold shift while pressing tab to cycle in reverse order. The currently selected element will be highlighted.

**Grid Navigation**

When an element of a data grid, or table, is selected, there are additional advanced controls available. With a grid cell selected, use the arrow keys to navigate to adjacent cells.
FIGURE 32. EXAMPLE OF ELEMENT IN A DATA GRID BEING SELECTED.

If a cell contains an interactive element (e.g. Button), use the tab key while the cell is focused to shift focus to that interactive element. Press Escape to return focus to the grid cell.

FIGURE 33. EXAMPLE OF A CELL CONTAINING AN INTERACTIVE ELEMENT.

Tab Navigation
When one tab of a tab group is selected, use the left and right arrow keys to switch between the tabs.

FIGURE 34. EXAMPLE OF A TAB GROUP
**Interaction**
Depending on the type of interactive control that is focused you can interact with them using the Space or Enter keys.

**NOTICE:** If you’re using the NVDA screen reader, you may need to hold the ‘ALT’ key while navigating on the grid or other elements that navigate with arrow keys to pass the inputs to our application; this is part of the NVDA behavior.