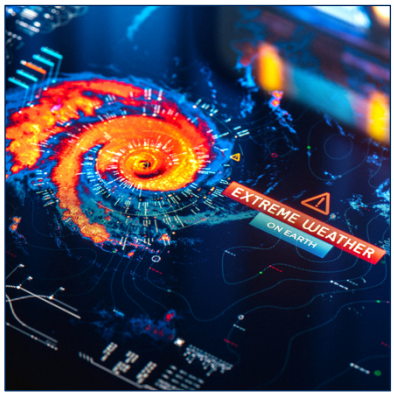
U.S. Department of Health & Human Services
Administration for Strategic Preparedness and Response

ASPR RISC 2.0 USER INSTRUCTIONS

August 2023

Version 1.2



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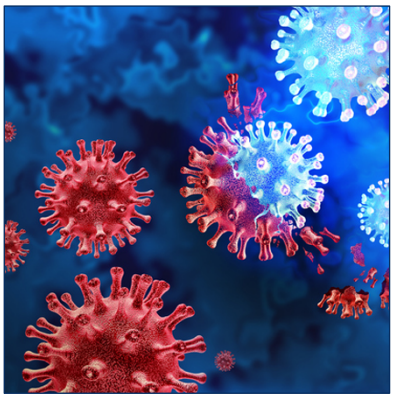

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ASPR RISC 2.0 User Instructions

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

Date	Version Number	Document Changes
5/5/2022	1.0	Initial draft
10/20/2022	1.1	Updates

Contents

Preface 5
Description of the User 5
Description of the product 6
Purpose of the Product 6
Profile Creation 6
Registering and Logging In 6
Creating a Profile 9
Viewing and Adding Users 13
Conducting a Risk Assessment 15
Assessment Creation 15
Risk Assessment Dashboard 17
Performing Evaluations 18
Adding Assessments 24
Organization 26
Organization Hierarchy 26
Organization Progress 29
Organization Overview 30
Organization Analytics 31
Accessibility 32
Basic Navigation 32
Grid Navigation 32
Tab Navigation 33
Interaction 34

Table of Figures

Figure 1. RISC 2.0 Sign-up Page 7
Figure 2. Mobile Authenticator Setup Screen 8
Figure 3. RISC 2.0 Login Screen 9
Figure 4. RISC 2.0 Create Profile Button 9
Figure 5. RISC 2.0 Profile Identification Page 10
Figure 6. RISC 2.0 Facility Location Page 11
Figure 7. RISC 2.0 Facility Profile Evaluations II Page. Evaluations I is Step 4. 12
Figure 8. RISC 2.0 Profile Summary Page 13
Figure 9. List of Current User for given Facility. 13
Figure 10. List of Standard and Organization Roles. 14
Figure 11. RISC 2.0 Begin Assessment Button 16
Figure 12. RISC 2.0 Facility Risk Assessment Creation 16
Figure 13. RISC 2.0 Assessment Dashboard 17
Figure 14. RISC 2.0 Local Hazards Evaluation 19
Figure 15. RISC 2.0 Lookup Hazards Evaluation 20

Figure 16. RISC 2.0 Vulnerability Evaluation 21
Figure 17. RISC 2.0 Common Consequence Evaluation 22
Figure 18. RISC 2.0 Hazard Specific Consequence Evaluation Dashboard 23
Figure 19. RISC 2.0 Hazard Specific Consequence Evaluation 23
Figure 20. RISC 2.0 Criticality Evaluation 24
Figure 21. RISC 2.0 Add New Risk Assessment Button 24
Figure 22. RISC 2.0 Add or Clone Risk Assessment 25
Figure 23. RISC 2.0 Cloning Risk Assessments 26
Figure 24. List of Dependent Facilities in an Organization 26
Figure 25. Invite Facility to Organization function 27
Figure 26. Adding a new Facility to Organization function 28
Figure 27. Added Facility to Organization 29
Figure 28. Org Progress Page. Note: this is notional data and not actual data. 30
Figure 29. Org Overview Page. Note: this is notional data and not actual data. 31
Figure 30. Breadcrumbs 31
Figure 31. Org Analytics Page. Note: this is notional data and not actual data. 32
Figure 32. Example of element in a data grid being selected. 33
Figure 33. Example of a cell containing an interactive element. 33
Figure 34. Example of a tab group 33

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 mangers, 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

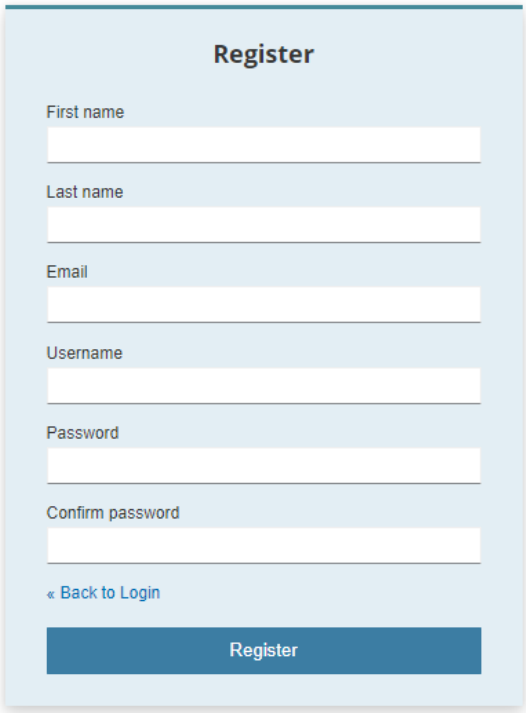


FIGURE 1. RISC 2.0 SIGN-UP PAGE

NOTICE: To access various support mechanisms and information about the platform, select the **Support** dropdown located on the landing page.

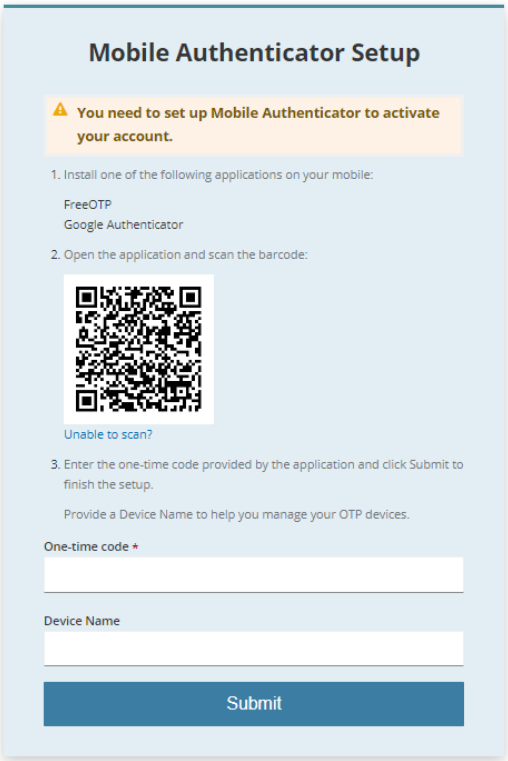


FIGURE 2. MOBILE AUTHENTICATOR SETUP SCREEN

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

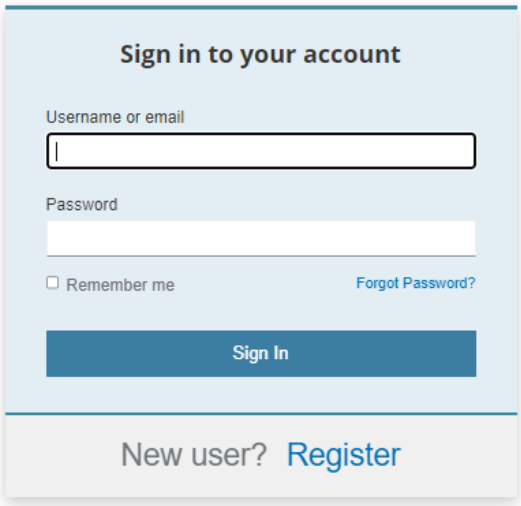


FIGURE 3. RISC 2.0 LOGIN SCREEN

Creating a Profile

How to create your Profile

Creating a Profile

1. Select **Create Profile**

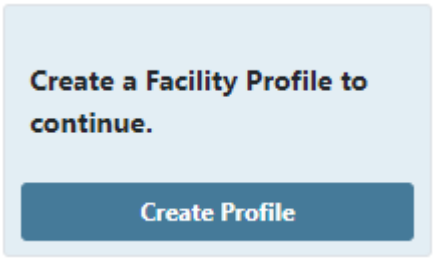


FIGURE 4. RISC 2.0 CREATE PROFILE BUTTON

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**

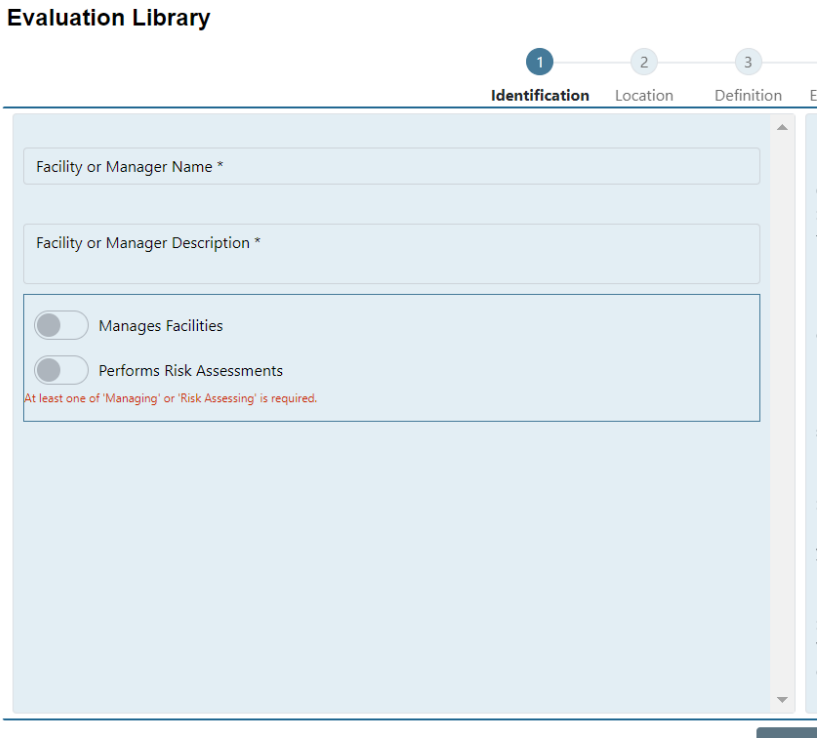


FIGURE 5. RISC 2.0 PROFILE IDENTIFICATION PAGE

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**

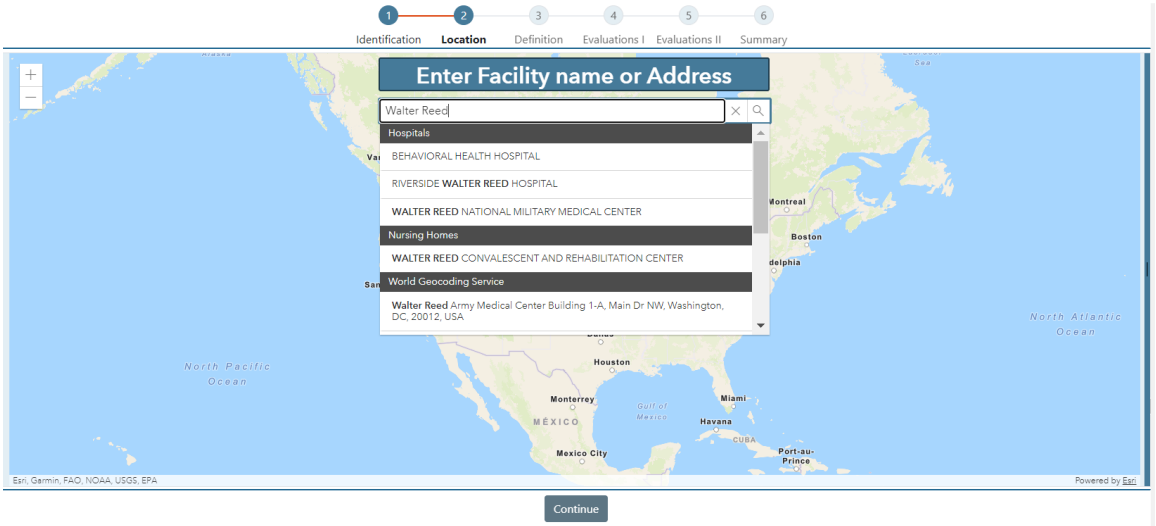


FIGURE 6. RISC 2.0 FACILITY LOCATION PAGE

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

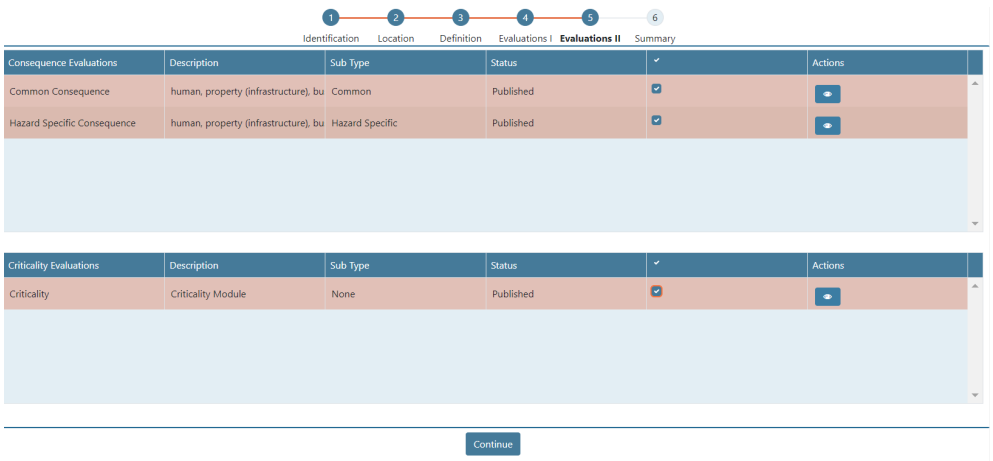


FIGURE 7. RISC 2.0 FACILITY PROFILE EVALUATIONS II PAGE. EVALUATIONS I IS STEP 4.

Summary

To finalize your Profile

1. Review profile Identification, Definition, and Selected Evaluations
    a. Edit if necessary
2. Select **Submit**

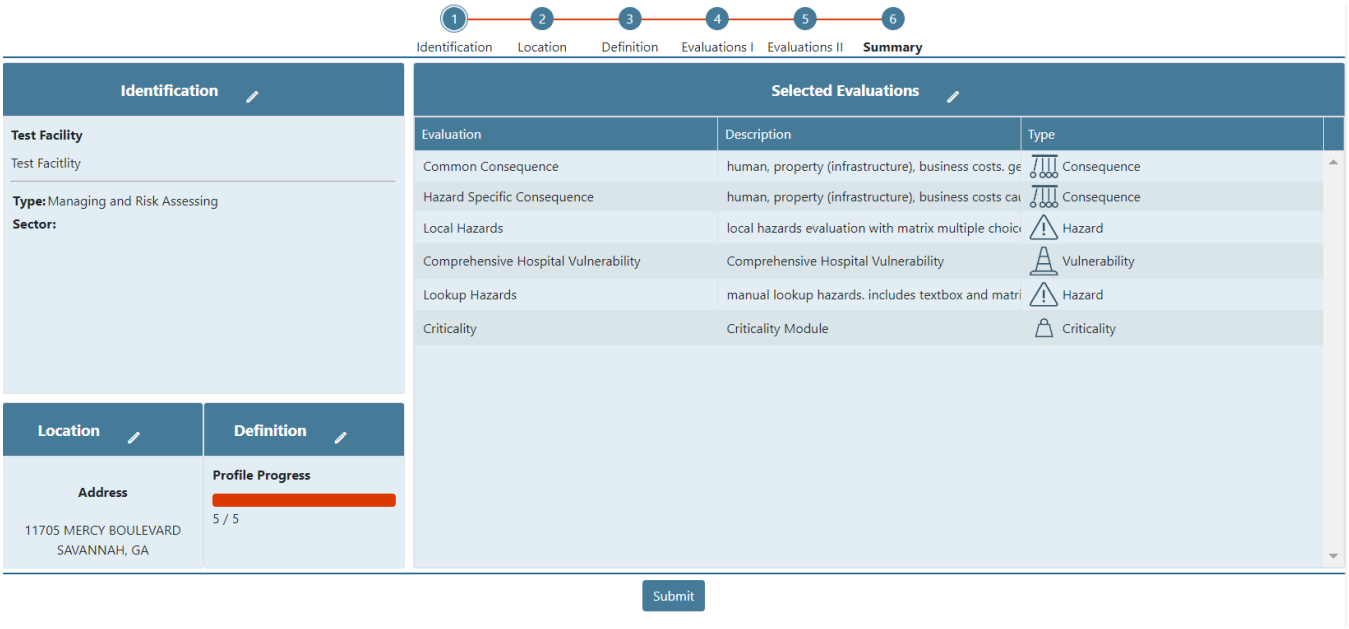


FIGURE 8. RISC 2.0 PROFILE SUMMARY PAGE

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.

FIGURE 9. LIST OF CURRENT USER FOR GIVEN FACILITY.

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.

FIGURE 10. LIST OF STANDARD AND ORGANIZATION ROLES.

See table below to determine the permissions given to each role:

TABLE 1. PERMISSIONS ASSOCIATED WITH EACH ROLE.

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

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.**

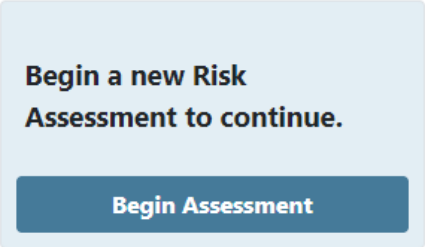


FIGURE 11. RISC 2.0 BEGIN ASSESSMENT BUTTON

Name Assessment

Because a user can have multiple assessments within one profile, is it 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**

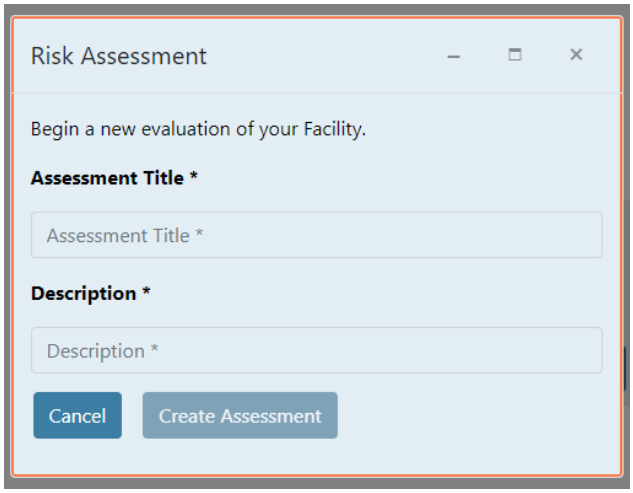


FIGURE 12. RISC 2.0 FACILITY RISK ASSESSMENT CREATION

Risk Assessment Dashboard

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

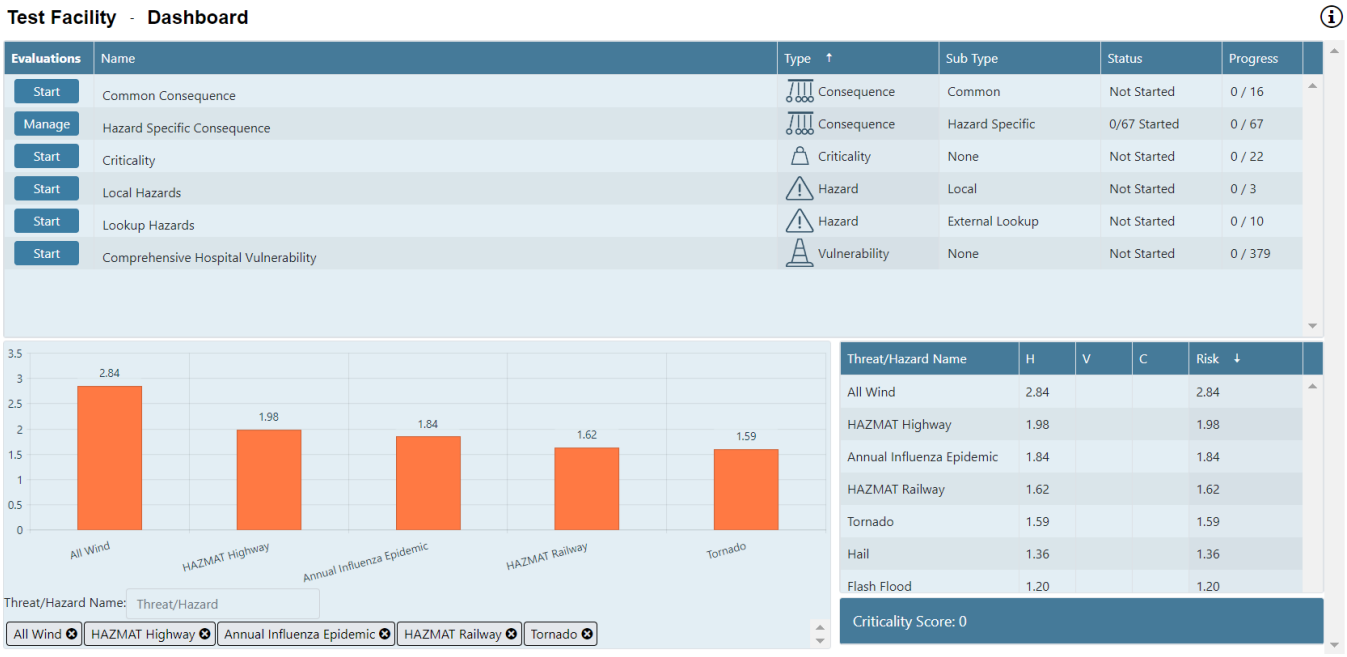


FIGURE 13. RISC 2.0 ASSESSMENT DASHBOARD

Selected Evaluations (Top Section)

The top section of the Dashboard will display the selected evaluation. Various information about the selected evaluations include:

1. Action: Select **Start** to being completing the evaluation.
    a. For the Hazard Specific Consequence evaluation, select **Manage** to view and complete the Hazard Specific Consequence evaluations
2. Name: The name of the evaluation
3. Type: The type of evaluations: Hazard, Vulnerability, Consequence, or Criticality
4. Sub Type: The sub type of evaluation, only for Hazard and Consequence evaluations
5. Status: The status of the evaluation, Not Started, In Progress, or Complete
    a. For the Hazard Specific Consequence evaluation, this section shows how many of the Hazard Specific Consequence evaluation have been started
6. Progress: The progress of the evaluation based on how many questions are completed out of the total questions
    a. For the Hazard Specific Consequence evaluation, this section shows how many of the Hazard Specific Consequence evaluation are completed

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 has 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

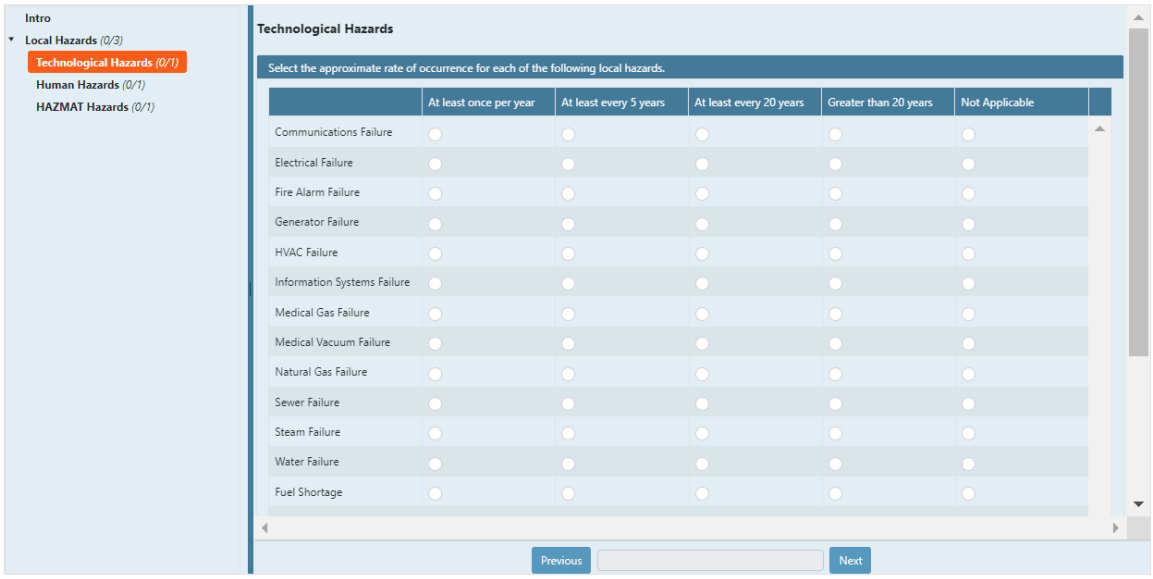


FIGURE 14. RISC 2.0 LOCAL HAZARDS EVALUATION

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**

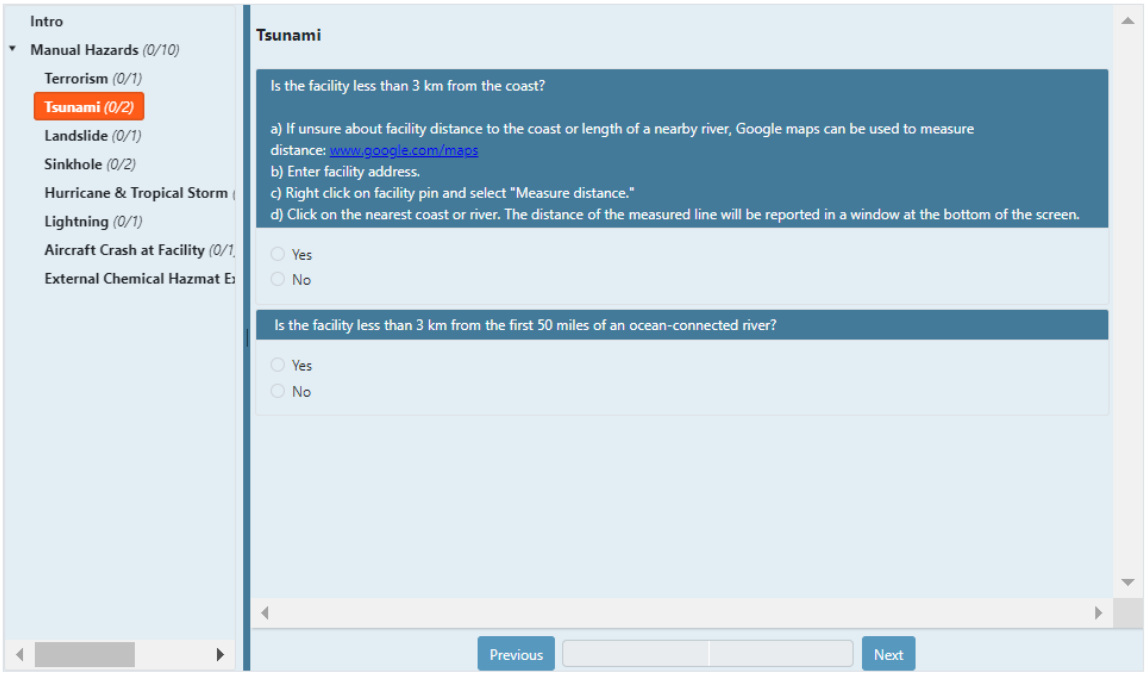


FIGURE 15. RISC 2.0 LOOKUP HAZARDS EVALUATION

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**

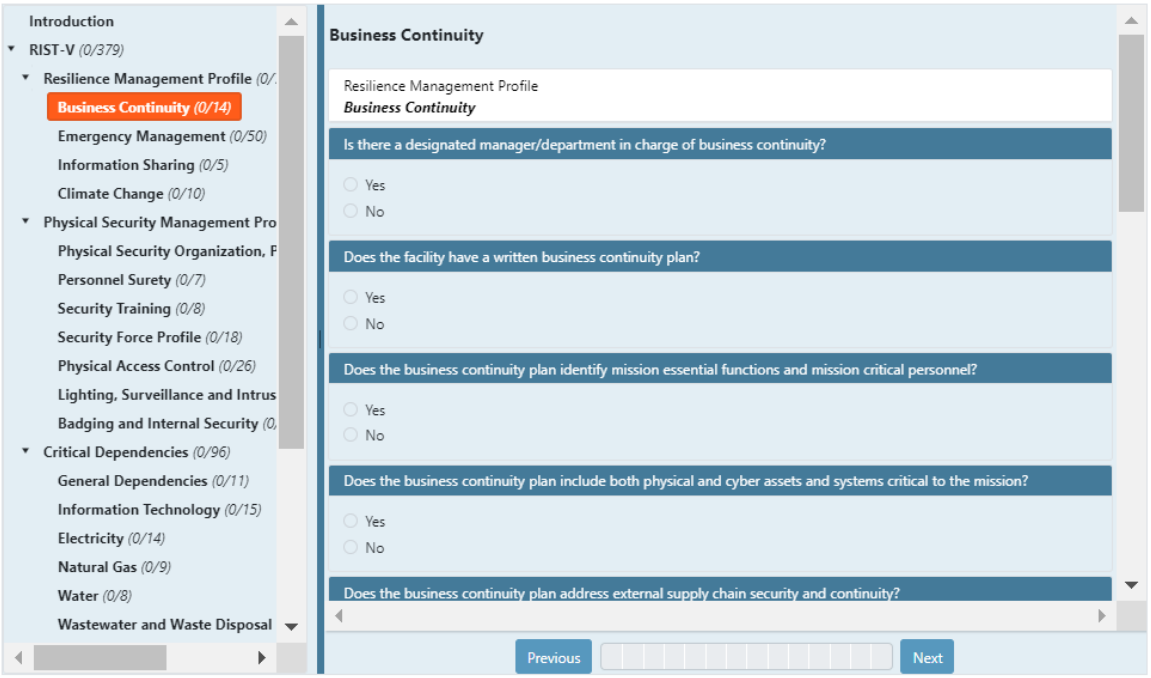


FIGURE 16. RISC 2.0 VULNERABILITY EVALUATION

NOTICE: Skip logic is implemented and will automatically skip over questions that no longer need to be answered based on prior questions

NOTICE: This section may require input from multiple employees of a facility (ex: facility manager, security manager, cyber manager). Users are able fill out subsections at the same time through their own accounts without overwriting each other.

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**

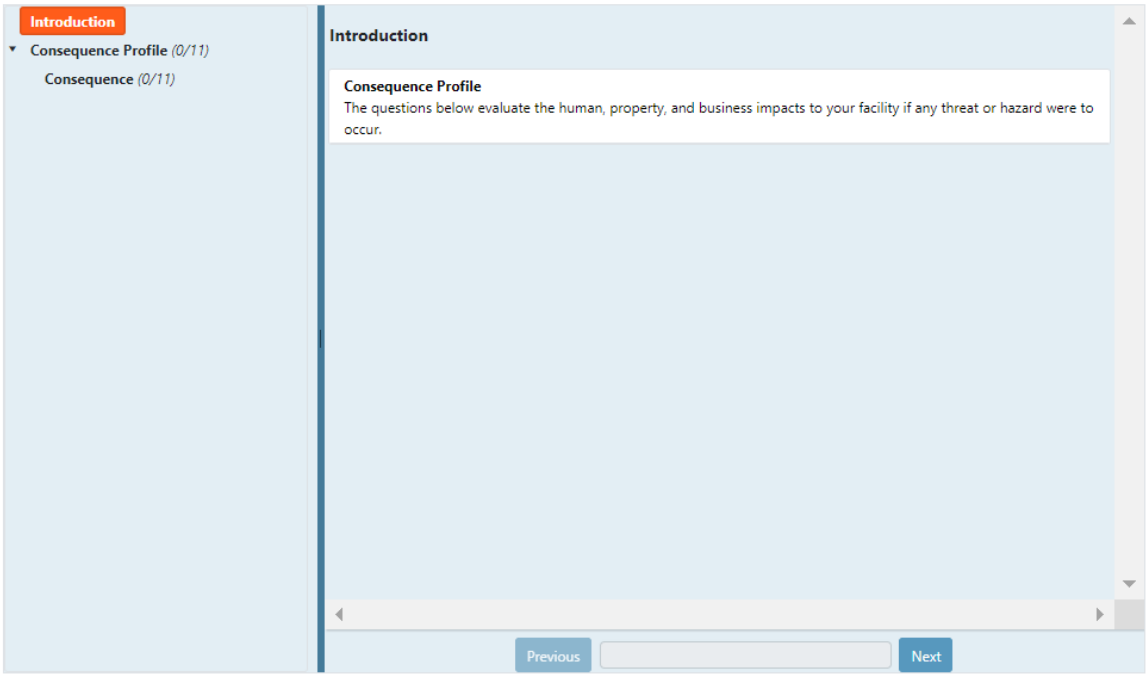


FIGURE 17. RISC 2.0 COMMON CONSEQUENCE EVALUATION

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.

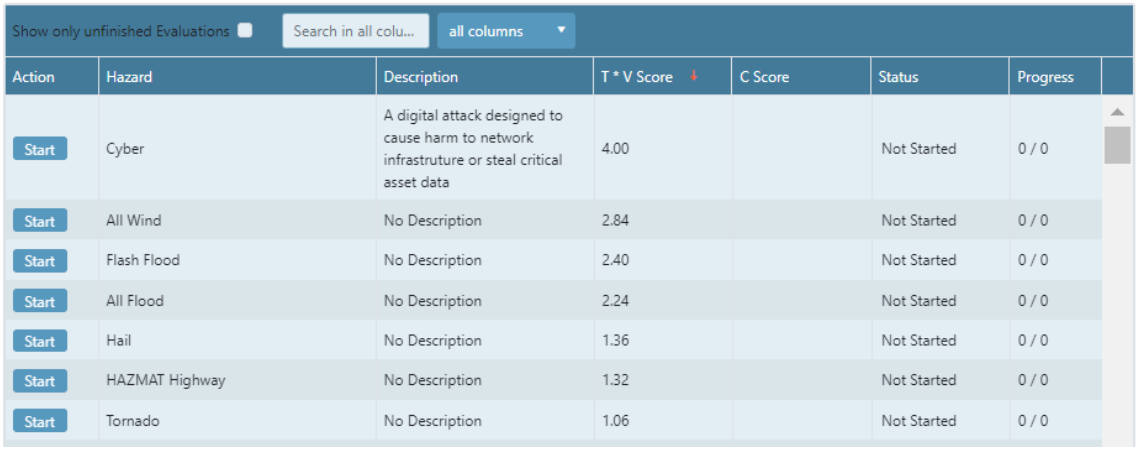


FIGURE 18. RISC 2.0 HAZARD SPECIFIC CONSEQUENCE EVALUATION DASHBOARD

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**

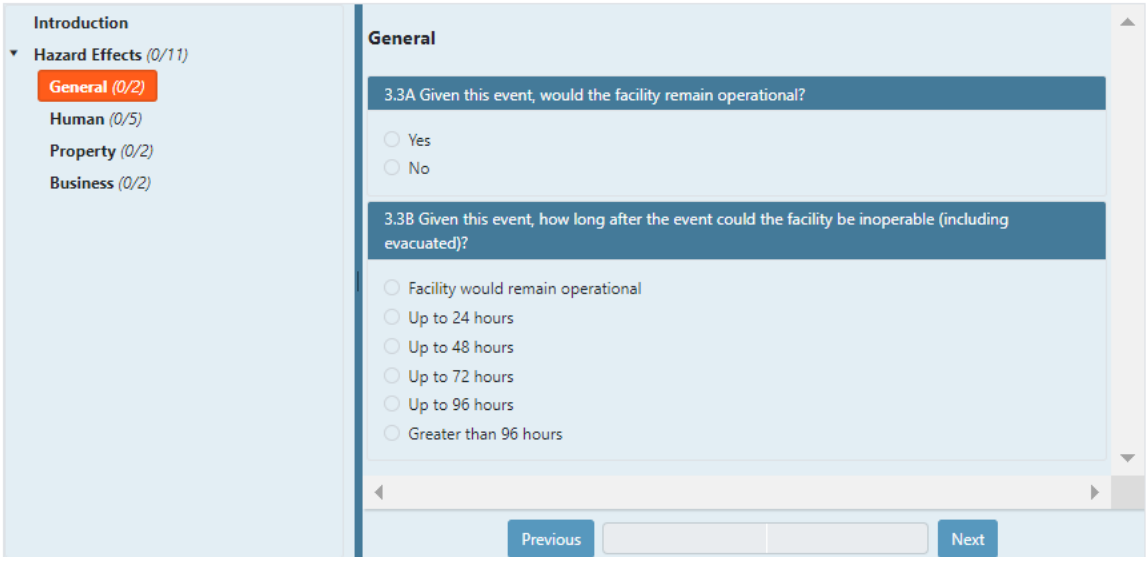


FIGURE 19. RISC 2.0 HAZARD SPECIFIC CONSEQUENCE EVALUATION

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**

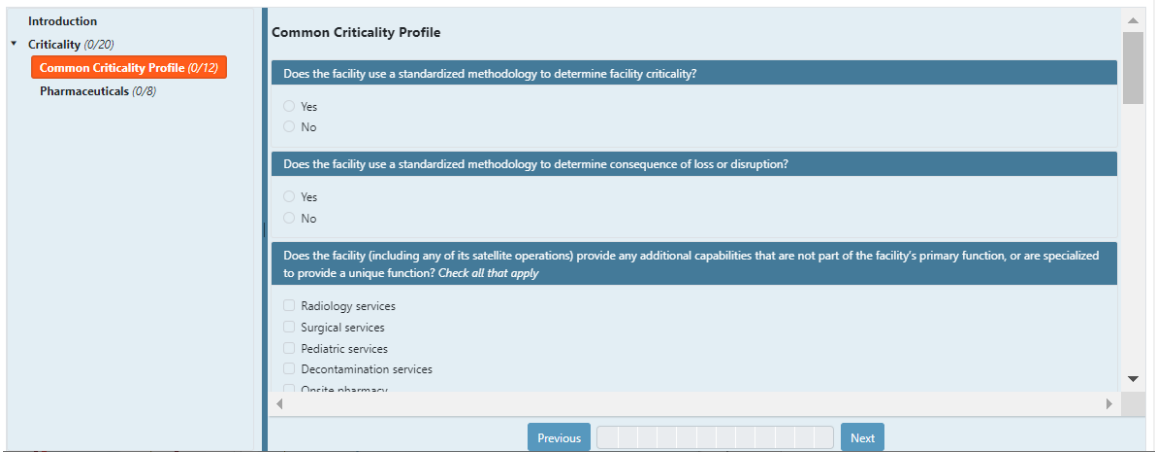


FIGURE 20. RISC 2.0 CRITICALITY EVALUATION

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**

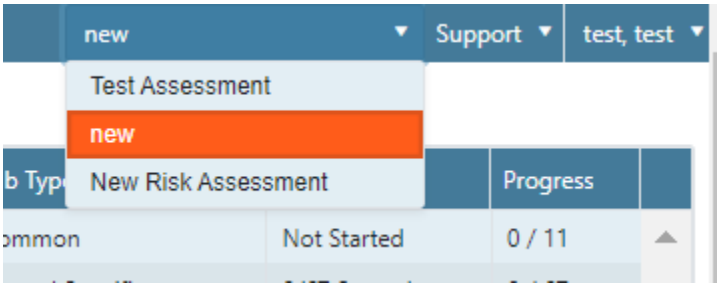


FIGURE 21. RISC 2.0 ADD NEW RISK ASSESSMENT BUTTON

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.

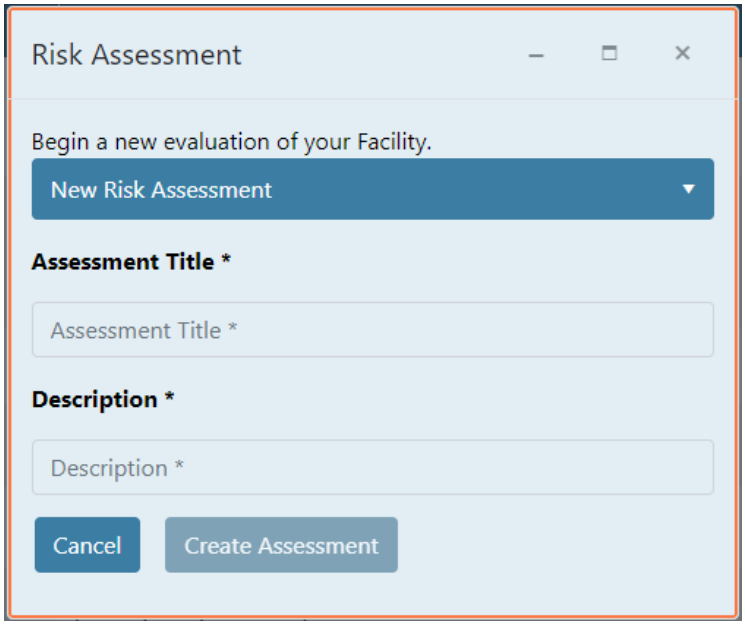


FIGURE 22. RISC 2.0 ADD OR CLONE RISK ASSESSMENT

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**

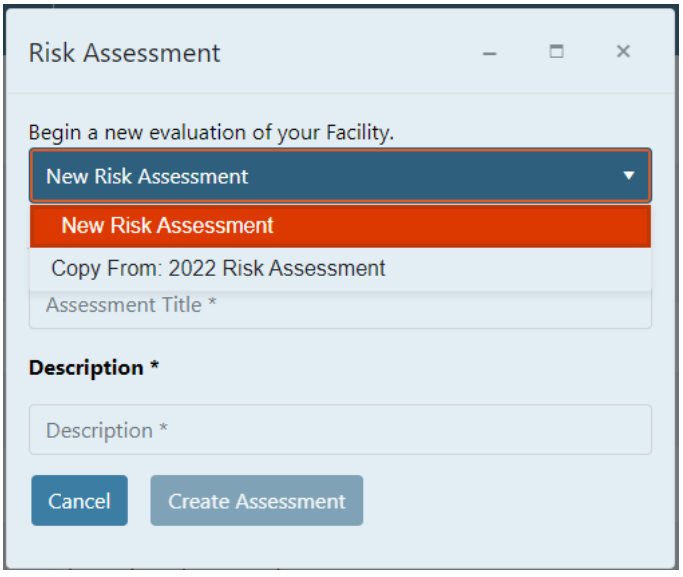


FIGURE 23. RISC 2.0 CLONING RISK ASSESSMENTS

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.

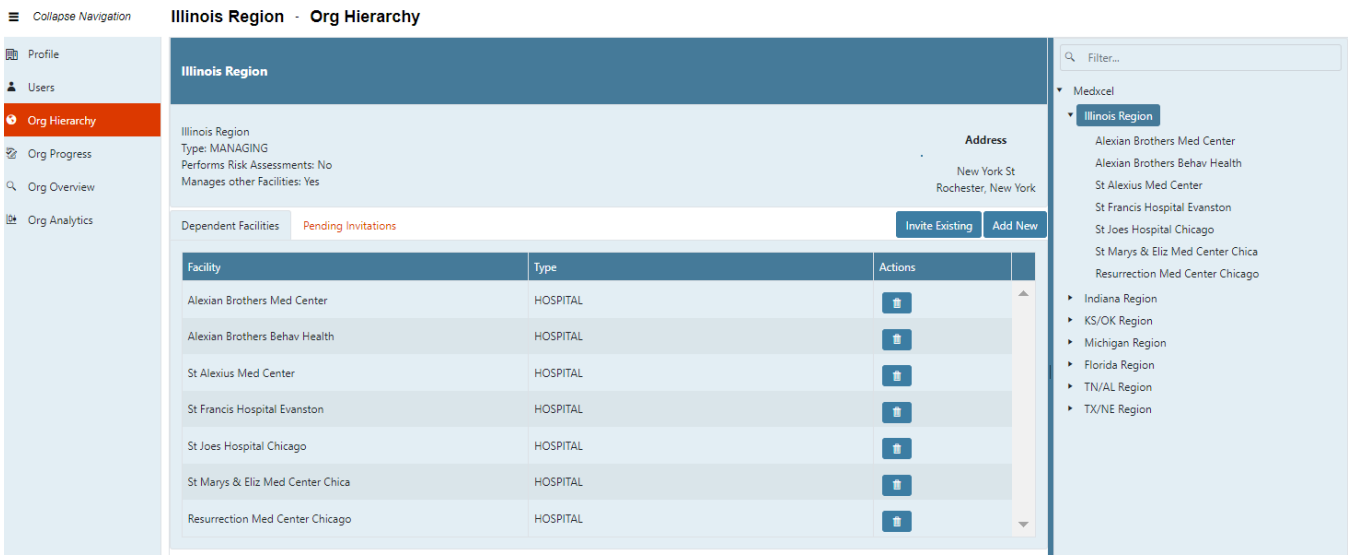


FIGURE 24. LIST OF DEPENDENT FACILITIES IN AN ORGANIZATION

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.

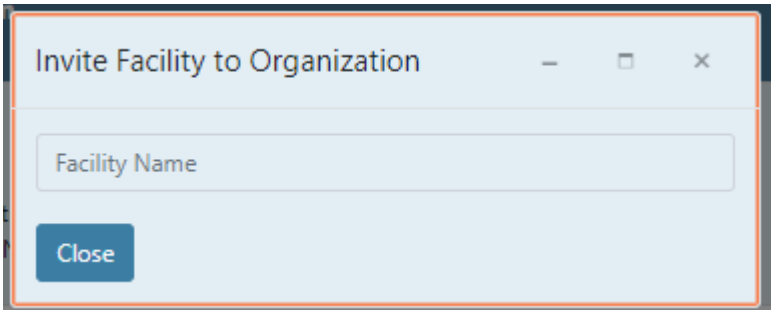


FIGURE 25. INVITE FACILITY TO ORGANIZATION FUNCTION

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**

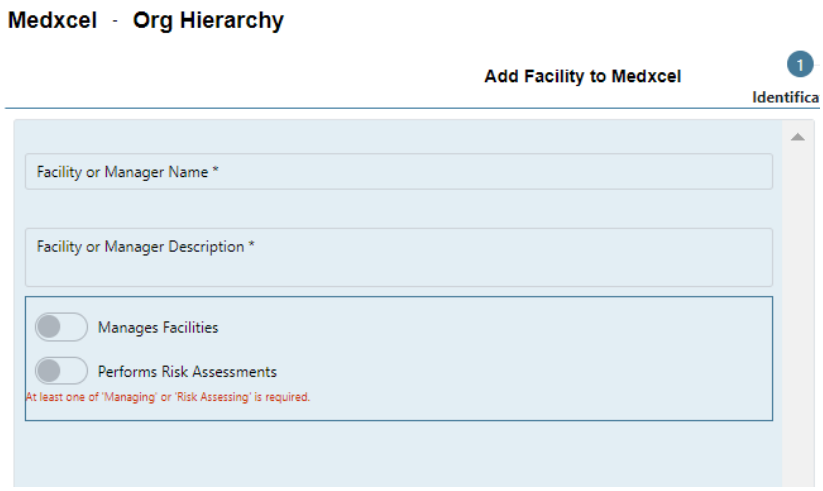


FIGURE 26. ADDING A NEW FACILITY TO ORGANIZATION FUNCTION

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.

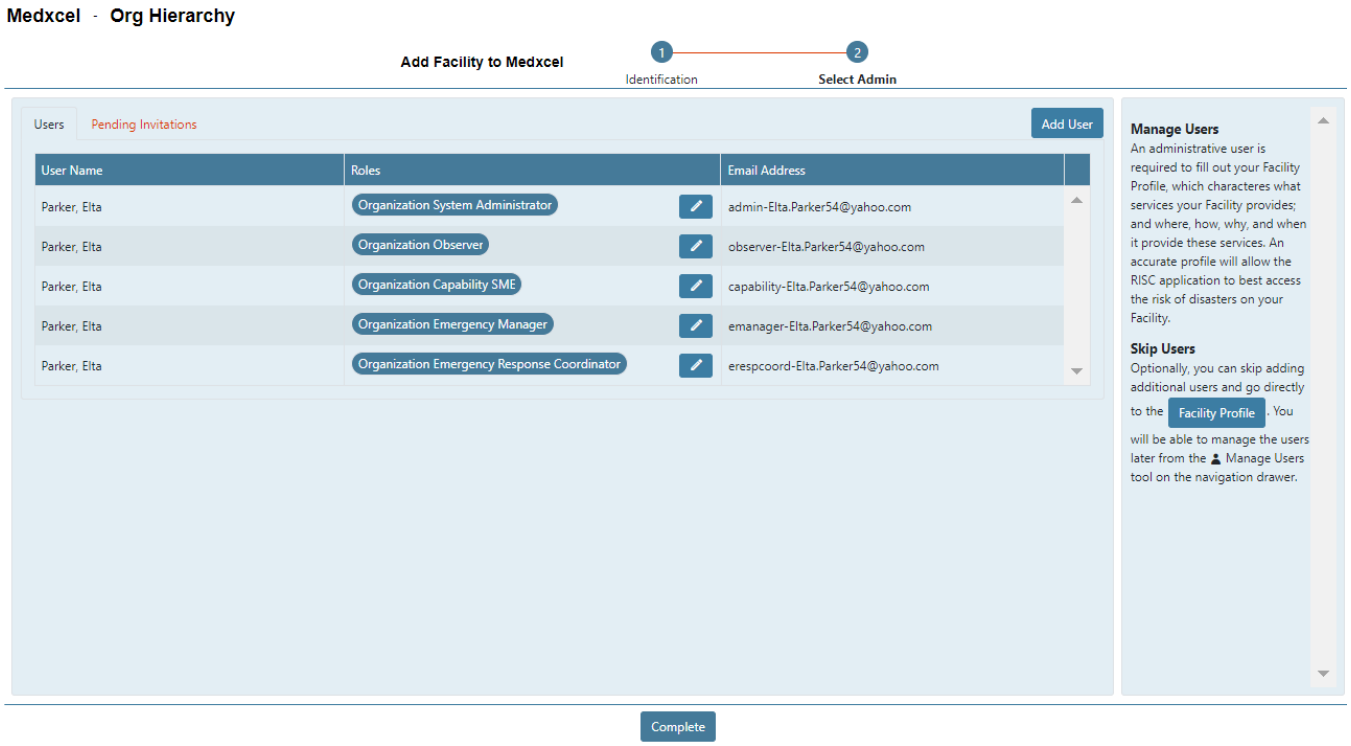


FIGURE 27. ADDED FACILITY TO ORGANIZATION

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.**

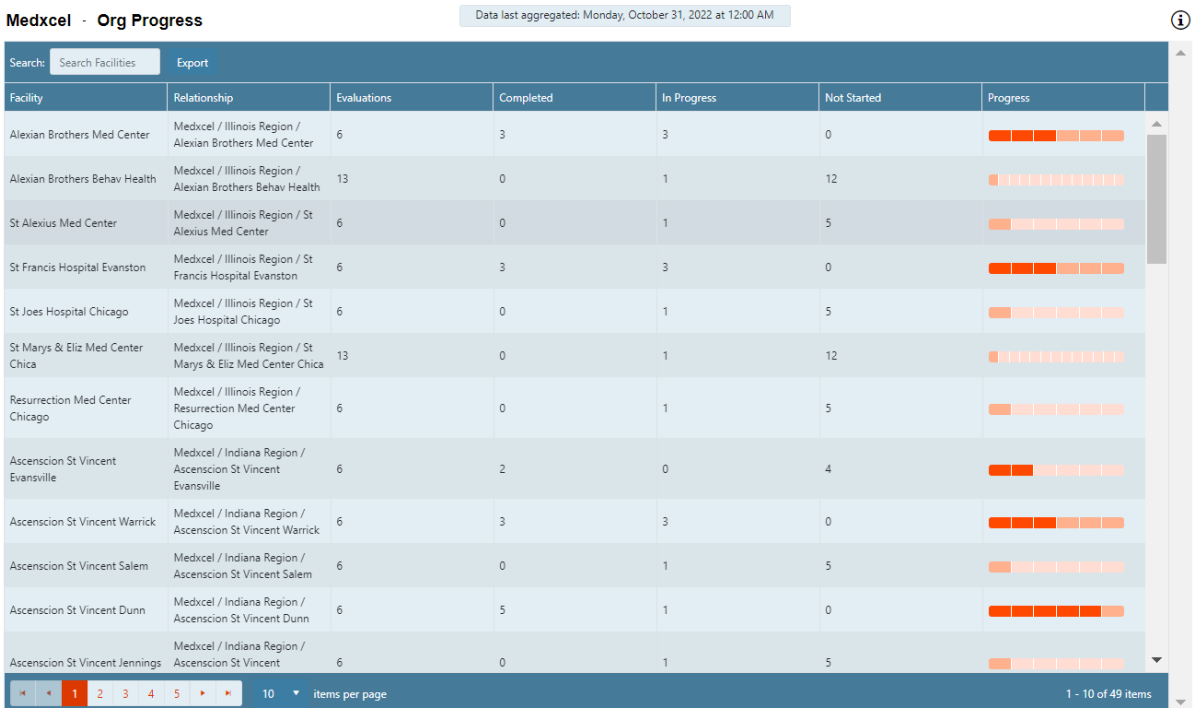


FIGURE 28. ORG PROGRESS PAGE. NOTE: THIS IS NOTIONAL DATA AND NOT ACTUAL DATA.

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.

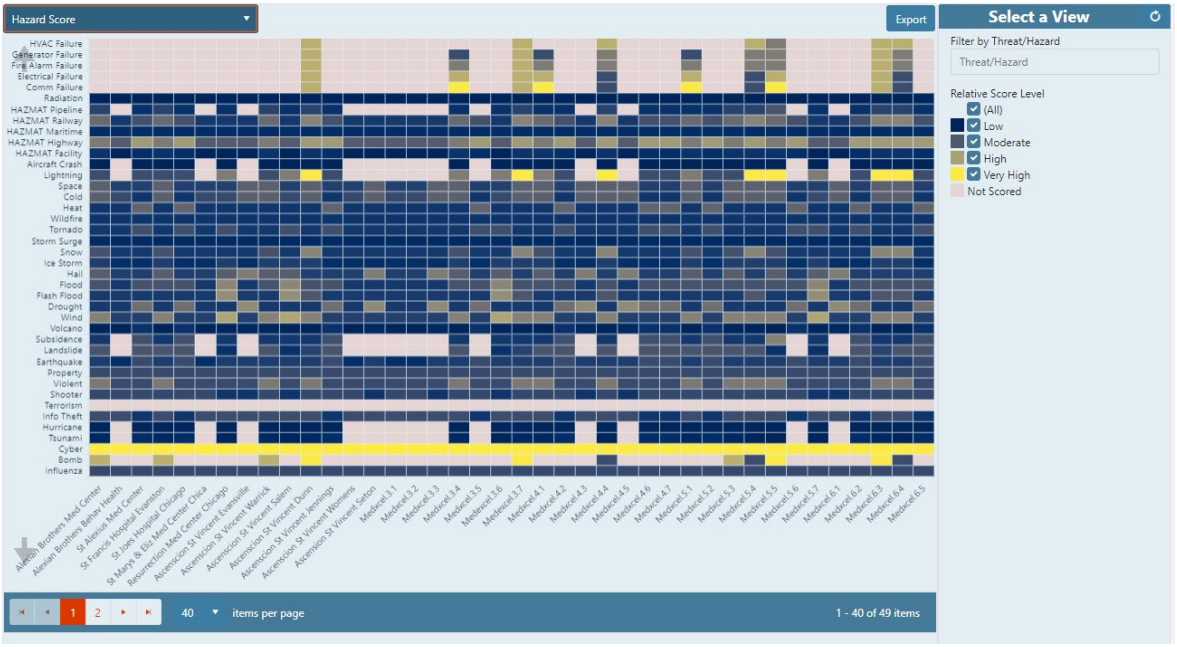


FIGURE 29. ORG OVERVIEW PAGE. NOTE: THIS IS NOTIONAL DATA AND NOT ACTUAL DATA.

To customize which Facilities you want to view in the in the heatmap, use the breadcrumb feature on the top left on the page.

FIGURE 30. BREADCRUMBS

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.

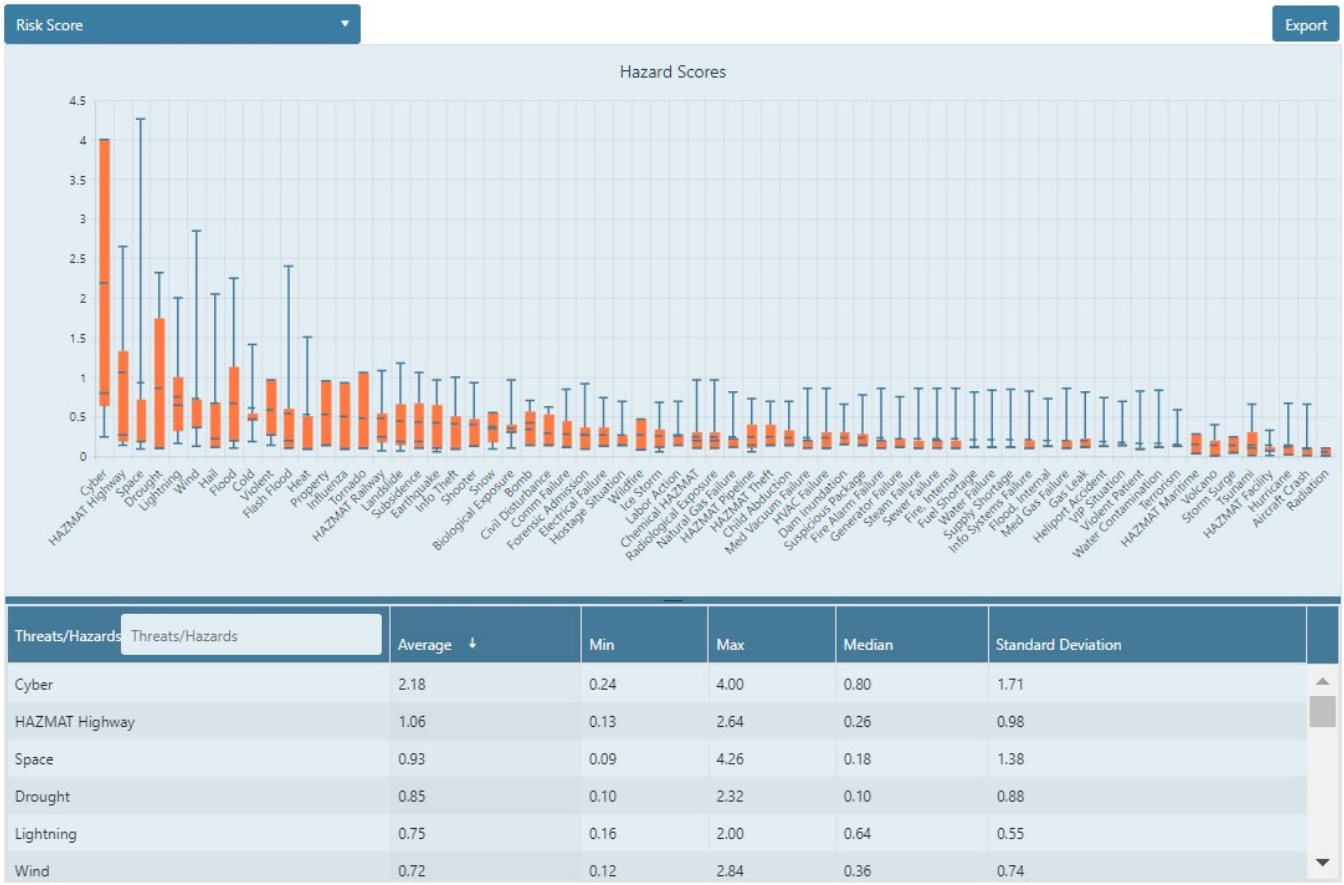
To view an overview of your Organization's risk scores:

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 in the analytics, use the breadcrumb feature on the top left on the page.



Threats/Hazards	Average	Min	Max	Median	Standard Deviation
Cyber	2.18	0.24	4.00	0.80	1.71
HAZMAT Highway	1.06	0.13	2.64	0.26	0.98
Space	0.93	0.09	4.26	0.18	1.38
Drought	0.85	0.10	2.32	0.10	0.88
Lightning	0.75	0.16	2.00	0.64	0.55
Wind	0.72	0.12	2.84	0.36	0.74

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.

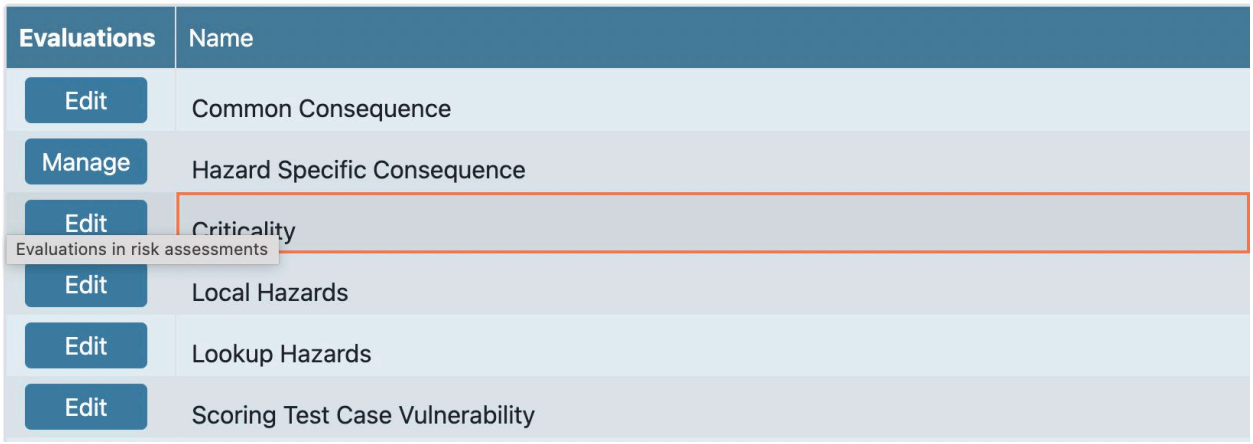


FIGURE 32. EXAMPLE OF ELEMENT IN A DATA GRID BEING SELECTED.

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.

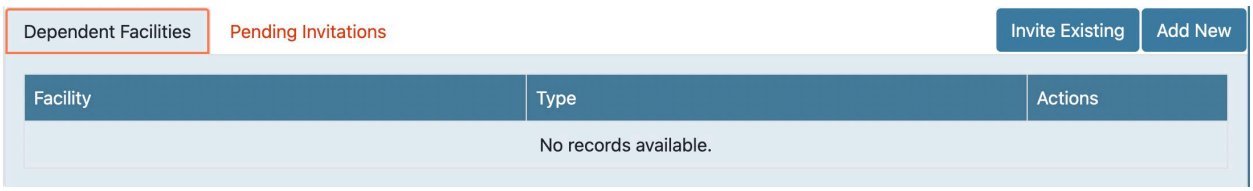


FIGURE 34. EXAMPLE OF A TAB GROUP

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.