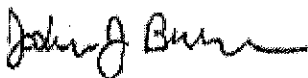# PowerDMS

PowerDMS Single Source Letter

To Whom It May Concern:

This letter is to confirm that PowerDMS, a cloud-based software as a service ("SaaS") platform for the dissemination and attestation of policies, training and accreditation information, is a sole-source product developed, owned and licensed on a SaaS subscription basis exclusively by PowerDMS, Inc. PowerDMS consists of Policy, Training and Standards modules. Each module contains capabilities for linking documents, passages, and videos - and testing or surveying employees on their content - that are unique to the PowerDMS SaaS platform.

No one other than PowerDMS, Inc. is authorized to sell, distribute, implement or provide training with respect to the PowerDMS SaaS platform. Except for limited licenses directly from PowerDMS, Inc. to its customers for the use of the PowerDMS SaaS platform, PowerDMS, Inc. owns and retains all intellectual property rights in the PowerDMS SaaS platform. No affiliate of PowerDMS, Inc. has any right to make or to sub-license a similar or competing product.
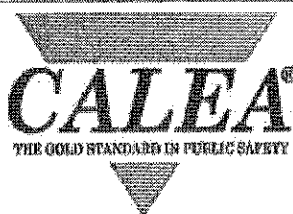
Best regards,

Joshua J. Brown
President and Chief Executive Officer
January 1, 2017

CALEA®

CALEA® Electronic Publications and PowerDMS™ FAQs

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CALEA®
THE GOLD STANDARD IN PUBLIC SAFETY

PowerDMS

(http://www.powerdms.com/calea/)

Where do I get the CALEA electronic publications? I can't find them on the CALEA website.

The CALEA electronic publications are not stored on the CALEA website.

However, if you are not a CALEA client, you may subscribe by visiting the CALEA website at **www.calea.org (/)** and clicking on the "My CALEA Store" link, then the banner for CALEA publications. That URL is: **http://www.calea.org/content/calea-electronic-standards-and-process-manuals (/calea-electronic-standards-and-process-manuals)** . Non-clients seeking access should follow the subscription instructions.

Those agencies that enroll in CALEA Accreditation will receive instructions from PowerDMS™ on gaining access to the CALEA electronic publications after returning all required enrollment forms. This will occur within days of CALEA Accreditation enrollment.

Current CALEA clients should contact CALEA for direction.

What is the difference between CACE and PowerDMS™?

CACE is the CALEA-supplied software that supports a paper-based files/folders management system for the CALEA Accreditation process. The software (CACE-L, CACE-C, CACE-T, and CACE-S) is purchased from CALEA and an update service fee is paid every two years.

PowerDMS™ is a SaaS document management solution. Upon enrollment, an agency becomes eligible for PowerDMS™ Standards Lite to view CALEA Standards electronically. Agencies can subscribe to PowerDMS™ Standards to manage the CALEA Accreditation process in conjunction with CALEA electronic publications. This option creates and supports an entirely paperless process and makes managing accreditation easier and more efficient.

Here is a description of the subscription services available:

> **PowerDMS™ Standards Lite-** This is provided as a part of client services for agencies enrolled in CALEA Accreditation. Other agencies that want the ability to view CALEA Standards electronically can access them through PowerDMS™ Standards Lite with an annual subscription.

> **PowerDMS™ Standards-** Agencies can elect to upgrade to the full version, enabling assessment capability so agencies can digitally map proofs of compliance against CALEA Standards and set up tasks related to those standards.

> **PowerDMS™ Policy, Training, Test & Survey-** Agencies can subscribe to this service to electronically manage policies, procedures and other crucial documents.

Want more information? Please call 1-800-749-5104 and select the option for Sales or email us at **sales@powerdms.com (mailto:sales@powerdms.com)** .

If I still use CACE, why do I need the Electronic Standards Manual in PowerDMS™?

CALEA maintains its electronic publications, including all standards manuals and the CALEA Process and Programs Guide, exclusively through the PowerDMS™. Updates to the manuals are published within days of amendments approved by the Commission. This provides clients with the fastest access to revisions and provides a tool for visually comparing the newest release to previously-published

editions. For accreditation managers, this is invaluable and can impact the ability to comply with standards on a continuing basis.

Amendments to standards are also made within the CACE application. However, there are no tools to compare manual versions and these revisions are published much later than through PowerDMS™. The process for making these changes in CACE is much more labor intensive. This delay can reduce the amount of time agencies have to be in compliance, as standards are usually effective one year from the date of Commission action.

I purchased PowerDMS™ Standards. How do I get the CALEA Electronic Standards Manual loaded into it?

Once you have been provided a URL for access to PowerDMS™, and you have a user name and password, simply log-in. From the home screen, click the Administration Menue (gears symbol) in the top right of the screen. From this window, select "Standards Manual Communities" on the left banner and you will see a list of communities, find the one you want and then click the "Request Membership" button.

CALEA will receive your request and provide access if approved within 1 to 2 business days, but usually sooner.

Is there any training on how to navigate the Electronic Standards Manual in PowerDMS™?

When you receive access to a PowerDMS™ site that has been set up for your agency you can receive training in one of two ways:

Help Section- After logging into your PowerDMS™ site, click on **Help** to access the User guide and video tutorials.

Webinar Training- Here is a link to ongoing, free training that is offered by PowerDMS™. Find the session you want to attend and register. You will want to attend the Standards training, but you can find other training webinars that may also be helpful to you here: **PowerDMS Webinar Schedule (http://www.powerdms.com/misc/training-webinars.aspx)** .

Once I receive access to CALEA electronic publications through PowerDMS™, do I need to use CACE any longer?

This issue is critical to understand. PowerDMS™ serves as the platform through which ALL CALEA electronic

publications are provided. This includes all standards manuals for all programs, as well as the CALEA Process and Programs Guide. This basic access for the purpose of viewing the CALEA electronic publications does not serve as an accreditation management system. Therefore, agencies must choose between PowerDMS and CACE for an accreditation management system.

Members can use PowerDMS™ or CALEA CACE as their accreditation management software. No other vendor can provide this service due to copyright controls.

CALEA members can contact PowerDMS™ representatives at 800.749.5104 and select the sales option or email **sales@powerdms.com (mailto:sales@powerdms.com)** to address logistics and pricing.

Members who prefer the less robust CACE software as an accreditation management platform may contact CALEA at 703.352.4225 for further information and staff support.

If I switch to PowerDMS™ Standards, do I need to maintain files?

PowerDMS™ Standards serves as an accreditation management tool. Although you will no longer be required to maintain hard-copy files, your files will be constructed and maintained within PowerDMS™ electronically.

If I switch to PowerDMS™ Standards, do I need to keep my old ISSRs or create new ones?

If you use PowerDMS™ Standards as your accreditation management tool, the ISSR is no longer required. The system serves to address all of the data previously documented on the ISSR, and the use of an ISSR would create unnecessary, duplicate work. You can organize your written directives, written documentation, interviews and observable standards all within PowerDMS™.

Do I have to pay an annual subscription fee for the CALEA electronic publications?

Every active CALEA member is invoiced for the annual subscription to the CALEA electronic publications. During the first few years of this transition, CALEA members may receive a separate $150 invoice, but eventually this will become a part of the general accreditation fees paid on an annual basis.

Do I have to pay the annual CACE maintenance fee?

CACE is no longer a required product to participate in CALEA Accreditation. Only those agencies that elect to use the product will be invoiced for the CACE maintenance fee.

CACE invoices are sent to applicable members every two years for support services.

It is important to note that only CALEA CACE and PowerDMS™ are authorized distributors of CALEA Publications. Members will be required to meet all accreditation process requirements, which are addressed through CACE and PowerDMS™.

Who do I call for IT support for PowerDMS™?

You can receive support by emailing PowerDMS at **support@powerdms.com (mailto:support@powerdms.com)** or by calling 800.749.5104, option 2. Hours of operation for PowerDMS™ support are Monday through Friday 8 a.m. to 6 p.m. EST.

Who do I call for questions about CACE IT Support?

CALEA's Information Technology Coordinator, Linda Phillips, is the IT support person for CACE. She can be reached at **lphillips@calea.org (mailto:lphillips@calea.org)** or by calling 703-352-4225, extension 27.

Who do I call for questions about the CALEA® electronic publications, including standards manuals access?

Call CALEA at 703.352.4225 and you will be routed to the appropriate resource for your service region.

Why can't I print the entire manual from PowerDMS™?

PowerDMS™ does not support printing of the entire manual, but users may print individual standards In PowerDMS™ Standards Lite or PowerDMS™ Standards.

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Founding Associations