

# Appendix 4

## Capability Maturity Scale



Table 1. Capability Maturity Scale

Capability Maturity Scales		
Level	Definition	Detailed scale for resources, skills, plans, arrangements, etc.
<b>Optimal</b>	Working well	<ul style="list-style-type: none"> <li>Existing resources exceed requirements/are self-sustaining.</li> <li>Surge capacity arrangements are planned, exercised, and operate effectively.</li> <li>Formalised plans are tested, effective, reliable, and embedded in the organisation.</li> <li>Demonstrates organisational learning, adaptive capacity and effective coordination and cooperation with other organisations. Commits to research and best practice.</li> <li>Working well.</li> </ul>
<b>Established</b>	Minor limitations, room for improvement	<ul style="list-style-type: none"> <li>Sufficient resources are available.</li> <li>Surge capacity is documented and planned but untested.</li> <li>Informal and/or untested plans are in place, but with a high degree of confidence, they will be effective. Self-identifies opportunities for improvement and adaptive capacity.</li> <li>Integrates with other organisations to increase effectiveness and efficiency.</li> <li>Suboptimal, room for improvement.</li> </ul>
<b>Limited</b>	Major limitations, not severe	<ul style="list-style-type: none"> <li>Insufficient resources are readily available.</li> <li>Surge capacity arrangements are informal, reactive, and untested.</li> <li>Some plans with the goal of achieving a balance between resource demands and availability.</li> <li>Plans are developed in terms of the knowledge, skills, and capabilities to manage emergencies and are updated periodically.</li> <li>Problematic but not severe.</li> </ul>
<b>Basic</b>	Significantly extensive limitations, severe	<ul style="list-style-type: none"> <li>Unable to resource or manage effectively.</li> <li>Insufficient capability and/or surge capacity to sustain an effective response.</li> <li>No formalised plans were developed; response is ad-hoc and improvised.</li> <li>Significantly problematic and severe.</li> </ul>
<b>None</b>	Capability does not exist, but should	<ul style="list-style-type: none"> <li>No resources.</li> <li>No plans or processes.</li> <li>No documentation.</li> </ul>