Automated After Action Reporting Using PLAN AHEAD: a Process Control Tool
Simplified view of an exercise

Simplified view of an incident
Exercise vs Incident Evaluation

Exercise Evaluation:
- Requirements
- Objectives
- Lessons Learned
- Evaluation

Incident Evaluation:
- Lessons Learned
- Post Incident Debriefings (Evaluation)
Benefits of After Action Reports

- Primary means of communicating with upper management / public
- Primary feedback mechanism for plans, personnel, resources, preparedness
- Primary method of documenting needed improvements
- Source of information for next exercise
Why AARs are no fun

- They are written after the adrenaline rush is over
- They are a re-hash of “old” news
- They must be written virtually from scratch each time
- We are measured by them
- Writing them is perceived as peripheral to our “core” job responsibilities
Elements of an AAR

- Executive Summary
- Who was involved in incident / exercise
- How did incident occur / How was exercise planned
- Who died, was injured, how much damage, at what cost?
- Summary of debriefings
- Lessons Learned / Findings
- Corrective Action Plan
Importance of Consistent AARs

- Reduces time spent building the report
- Reduces time spent reviewing the report
- Maintains high quality of organization’s documentation standards
- Helps distinguish between types of incidents
- Reduces time and effort tracking corrective actions and improvements
All-in-one exercise development tool, including:

- pre-exercise planning
- exercise conduct documentation
- AAR / Lessons Learned / Corrective Action planning
The Function, Sub-function and “objective” of the incident
I have entered two Lessons Learned for this Objective, and PLAN AHEAD automatically assigned them to the Function and Sub-function.
This Lesson Learned suggests Corrective Actions in these four areas:

- **Equipment availability:**
  - Planning: NM
  - Training: NM
  - Personnel: NM
  - Equipment: NM
  - Facilities: NM

- **Backup generator issues:**
  - Backup generator 1 in Bldg 16 yard failed to fire up within the 5 minute time frame required per contract with supplier.
  - Insufficient fuel was available for generators 2 & 3 to operate longer than 35 minutes.
Lesson Learned 2 of 2

Insufficient fuel was available for generators 2 & 3 to operate longer than 35 minutes.

Associated functional requirement:
10. Resource management

- Equipment availability
- Planning
- Training
- Equipment
- Facilities

<table>
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<tr>
<th>Responsible party</th>
<th>Cost</th>
<th>Priority</th>
<th>Due by</th>
<th>Date done</th>
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<tbody>
<tr>
<td>Purchasing</td>
<td>$2,500.00</td>
<td>1</td>
<td>06/07/00</td>
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</tr>
</tbody>
</table>

Corrective Actions

- Procure additional diesel fuel tanks for generators 2 & 3
- Planning needs improvement: include new procedures and language in plans outlining extended fuel supply capabilities.
- Facilities needs improvement: request new floor plans for tank room, indicating location of auxiliary tanks.

Evaluator Response

Lessons Learned: Corrective Action/AAR

Here, the Lesson Learned, Function, Sub-Function, Corrective Action Requirements and the actual Corrective Actions are all displayed together to organize the AAR.
Corrective Action Plan
Date: 05/11/99
Last Revised: 04/22/99

Report prepared by: Leo Frishberg
Cliffside Software, Inc.

Incident: Actual Incident Demonstration - EIIP

Corrective Actions by Lessons Learned / Objective:

Objective
Test the backup generators

Description
Backup generator 1 in Bldg 16 yard failed to fire up within the 5 minute time frame required per contract with supplier.

<table>
<thead>
<tr>
<th>Content</th>
<th>Responsible party</th>
<th>Due By</th>
<th>Priority</th>
</tr>
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<tbody>
<tr>
<td>Equipment needs improvement</td>
<td></td>
<td></td>
<td>0</td>
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Description
Insufficient fuel was available for generators 2 & 3 to operate longer than 35 minutes.

<table>
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<tr>
<th>Content</th>
<th>Responsible party</th>
<th>Due By</th>
<th>Priority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Procure additional diesel fuel tanks for generators 2 &amp; 3</td>
<td>Purchasing</td>
<td>06/07/00</td>
<td>1</td>
</tr>
<tr>
<td>Train facilities personnel in new procedures for tank &quot;switchover&quot;</td>
<td>Training director</td>
<td>10/01/00</td>
<td>2</td>
</tr>
<tr>
<td>Facilities needs improvement: request new floor plans for tank room, indicating location of auxiliary tanks.</td>
<td>Facilities manager</td>
<td>09/01/00</td>
<td>2</td>
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<tr>
<td>Planning needs improvement: include new procedures and language in plans outlining extended fuel supply capabilities.</td>
<td>Plan manager</td>
<td>09/01/00</td>
<td>10</td>
</tr>
</tbody>
</table>

Note how Plan AHEAD has organized the Lessons Learned under the Objective and each Corrective Action under the Lessons Learned.
Benefits of PLAN AHEAD as an Incident Tracking System

- Associates Corrective Actions to Functional Requirements, Sub-functions and categories of improvements
- Organizes Lessons Learned and Corrective Actions into “groups” by Objective
- Provides flexible reporting to display information in a variety of ways for a variety of audiences
- Documents incidents and exercises in a consistent manner
- Makes incident information available for future exercises
- Maintains a “history” of incident/exercise information for future planners and managers
- Provides a standard database of information which can be shared with other PLAN AHEAD users world-wide.