



Automated After Action Reporting Using PLAN AHEAD: a Process Control Tool

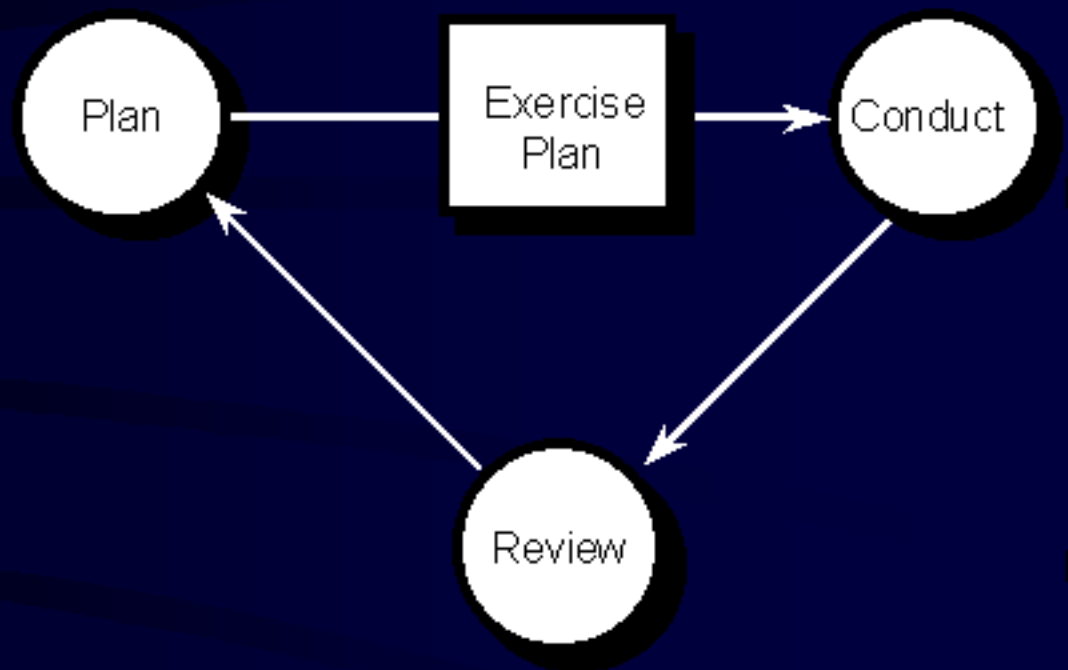
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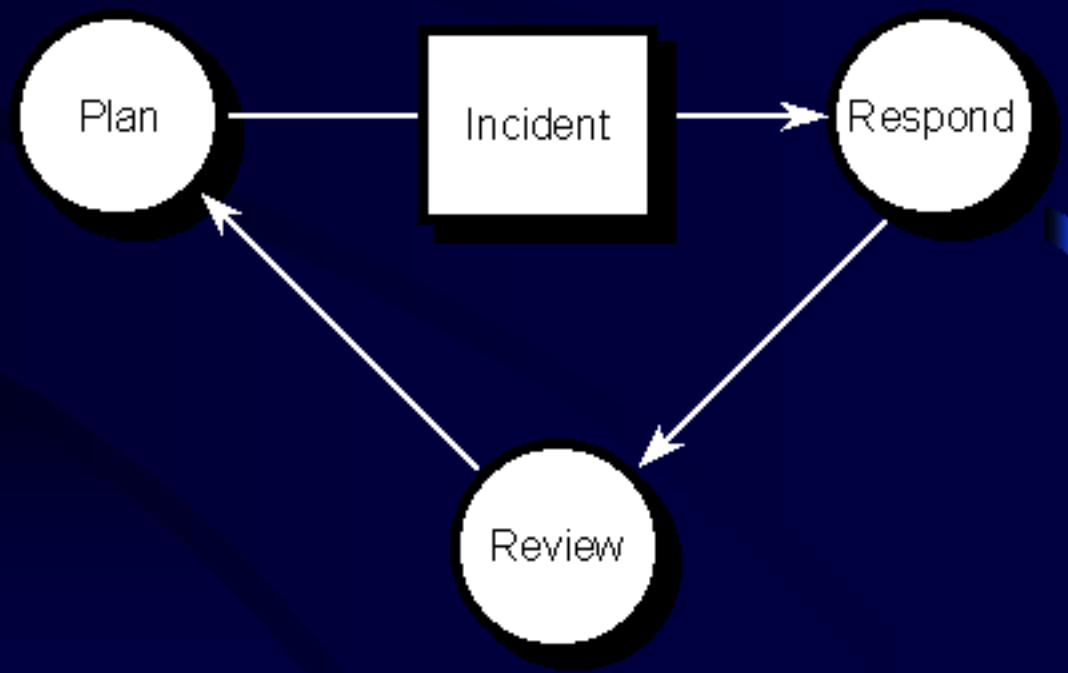
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Simplified view of an exercise



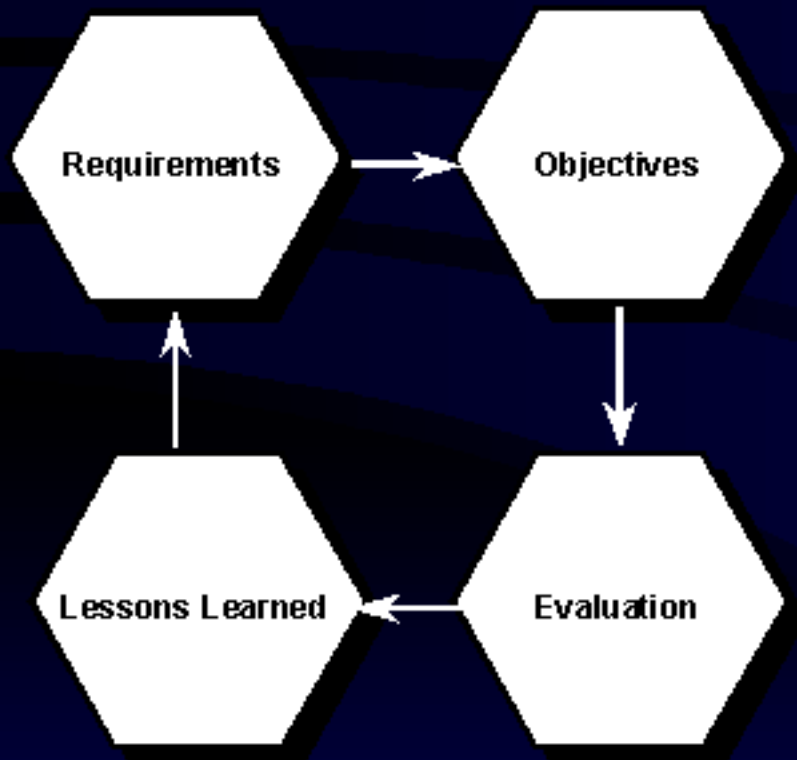
Simplified view of an incident



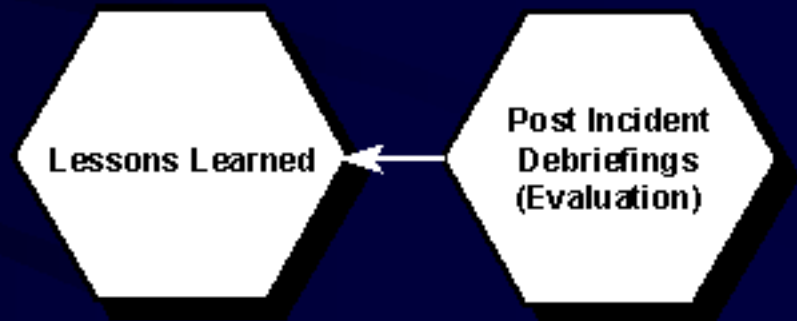


Exercise vs Incident Evaluation

Exercise Evaluation



Incident 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



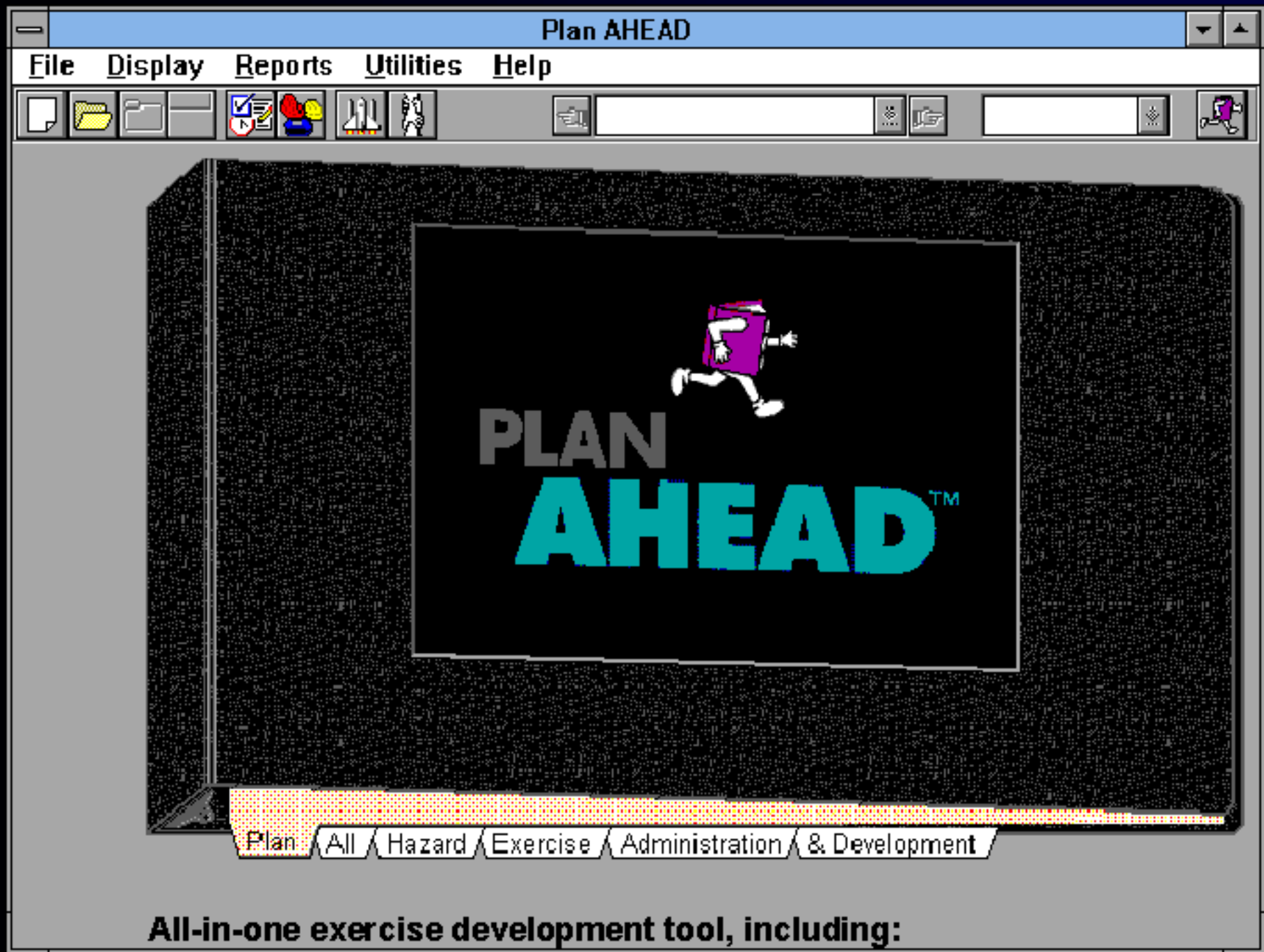
Elements of an AAR

- 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



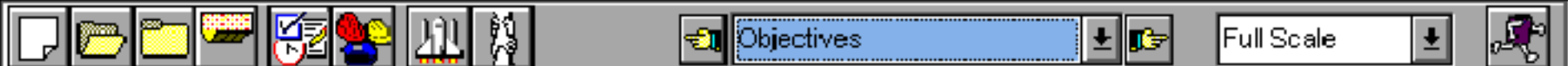
Importance of Consistent AARs

- 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**

**Associated functional requirement:**

Last date exercised

10. Resource management

Sub-Functional requirements

- | | | |
|--|---|---|
| <input type="radio"/> Elected/appointed official Support | <input type="radio"/> Personnel trained in emergency response | ↑ |
| <input type="radio"/> Personnel familiar with EOP | <input checked="" type="radio"/> Equipment availability | ↓ |

Objectives:

- | <input type="checkbox"/> Objective |
|--|
| <input checked="" type="checkbox"/> Test the backup generators |

Reports

Search Library

Save To Library

Clear Objectives

Functional Req's

Concepts

Help

Objectives Simulation Narrative Events Messages MSEL Evaluation Development
 Evaluator Response Lessons Learned/Corrective Action/AAR Approval
 Author Needs Assessment Scope Logistics

The Function, Sub-function and "objective" of the incident



Objective: 1 of 2

Test the backup generators

Associated functional requirement:

10. Resource management

Sub functional requirements and CARs Equipment availability

Planning	Training	Personnel	Equipment	Facilities
<input type="checkbox"/> NA	<input type="checkbox"/> NA	<input type="checkbox"/> NA	<input type="checkbox"/> NA	<input type="checkbox"/> NA

Lessons Learned Description

▶ 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.

Reports

AA Report

Next Objective

Go to Objective

Corrective Actn

Concepts

Help

Evaluator Response | Lessons Learned/Corrective Action/AAR | Approval

Author | Needs Assessment | Scope | Logistics

Objectives | Simulation | Narrative | Events | Messages | MSEL | Evaluation Development

I have entered two Lessons Learned for this Objective, and PLAN AHEAD automatically assigned them to the Function and Sub-function.

Objective: 1 of 2

Test the backup generators

Associated functional requirement:

10. Resource management

Sub functional requirements and CARs Equipment availability

Planning

Training

Personnel

Equipment

Facilities

 N/A N/A N/A N/A N/A**Lessons Learned** **Description**

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.

Reports

AAR Report

Next Objective

Prev Objective

Corrective Actn

Concepts

Help

Evaluator Response Lessons Learned Corrective Action/AAR Approval

Author Needs Assessment Scope Logistics

Objectives Simulation Narrative Events Messages MSEL Evaluation Development

This Lesson Learned suggests Corrective Actions in these four areas



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
 NA
 NA
 NA
 NA

Responsible party	Cost	Priority	Due by	Date done
Purchasing	\$2,500.00	1	06/07/00	

Corrective Actions

<input type="checkbox"/> Content	Respo
<input checked="" type="checkbox"/> Procure additional diesel fuel tanks for generators 2 & 3	Purcha
<input type="checkbox"/> Planning needs improvement: include new procedures and language in plans outlining extended fuel supply capabilities.	Plan ma
<input type="checkbox"/> Facilities needs improvement: request new floor plans for tank room, indicating location of auxilliary tanks.	Facilitie

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 - EIIIP**

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.

Content

Equipment needs improvement:

Responsible party

Due By

Priority

0

Description

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

Content

Procure additional diesel fuel tanks for generators 2 & 3

Responsible party

Purchasing

Due By

06/07/00

Priority

1

Train facilities personnel in new procedures for tank "switchover"

Training director

10/01/00

2

Facilities needs improvement: request new floor plans for tank room, indicating location of auxiliary tanks.

Facilities manager

09/01/00

2

Planning needs improvement: include new procedures and language in plans outlining extended fuel supply capabilities.

Plan manager

09/01/00

10

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.