

# COVID-19 Response

# After Action Report

**[Department / Unit Name]**

**[Date of After Action Report]**

## Overview

|  |  |
| --- | --- |
| **Incident Name** | COVID-19 Response |
| **Incident Dates** | February 2020 – [Insert End Date Here] |
| **Scope** | This is an after action review of [unit name]’s response to the COVID-19 pandemic. |
| **Threat or Hazard** | Pandemic – COVID-19 |
| **Points of Contact** | [Insert point of contact for this report] |

## Overview

[Include a brief overview of the incident or exercise here.]

Example:

On May 5, 2020, the Office of Safety & Security facilitated an after action review. The two-hour discussion began with an overview of the COVID-19 pandemic. Participants then discussed actions taken and provided constructive feedback through a 3-module discussion: Initial Response, Incident Stabilization, and Recovery.

## Major Strengths Demonstrated

* [Insert strength here]
  + Example: Members of SASE maintained relationships with the external partners which facilitated robust communications and a coordinated response.
* [Insert strength here]
  + Example: The Office of Safety & Security performed well in working flexibly from alternate work locations and exercising continuity of operations for the organization.
* [Insert strength here]
  + Example: The SASE continuity plan provided information on essential functions for the department, and was able to be quickly implemented. The scenario allowed the participants an opportunity to reference the plan, and establish priorities for recovery based on pre-identified essential functions. The existing plan demonstrated that the continuity concepts were both workable and relevant to a real or simulated set of circumstances.
* [Insert additional strengths as needed]

## Areas for Improvement

* [Insert improvement here]
  + Example: Review communications procedures to enhance communications capabilities.
* [Insert improvement here]
  + Example: Increase familiarity of continuity planning within the department.
* [Insert improvement here]
  + Example: Provide additional training on work-from-home procedures to help ensure continuity of operations.
* [Insert improvement here]
  + Example: Ensure critical files and data are backed up and accessible from remote locations.
* [Include additional improvements as necessary]

## Appendix A: Timeline of Events

| **Date and/or Time** | **Description of Actions** |
| --- | --- |
| March 2 | Example: COVID-19 briefing for departmental staff prior to any university, state, or national sanctions. |
| March 9 | Example: Emergency staff meeting held with department prior to Spring Break to discuss relevant university guidance. |
| March 11-12 | Example: Spring Break – offices closed |
| March 13 | Example: Department staff operating from offices. Spring break extended for another week. |
| March 26 | Example: All departmental staff begin working from home. |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

## Appendix B: Sign-in Sheet

[Insert a copy of the after action review sign-in sheet]

## Appendix C: Improvement Plan

| **#** | **Area of Improvement** | **Corrective Action** | **Responsible Party** | **Organizational POC** | **Target Start Date** | **Target Completion Date** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Example: Review communications procedures to enhance communications capabilities. | * Review emergency communication procedures at a staff meeting. * Create a call tree to help streamline communications within the organization. | Jane Dan | jdan@tamu.edu | May 2020 | December 2020 |
| 2 | Example: Increase familiarity of continuity planning within the department. | * Create a continuity plan to support continuity of operations for the unit. * Conduct a training for all unit members to increase familiarity with the plan. | John Doe | jdoe@tamu.edu | September 2020 | December 2020 |
| 3 | Example: Provide additional training on work-from-home procedures to help ensure continuity of operations. | * Create a training emphasizing work-from-home procedures and expectations. | John Doe | jdoe@tamu.edu | June 2020 | August 2020 |
| 4 | Example: Ensure critical files and data are backed up and accessible from remote locations. | * Ensure all staff have mapped their essential documents, files, and drives on the continuity plan. * Review disaster recovery plan at staff meeting. | Jane Dan | jdan@tamu.edu | June 2020 | August 2020 |