

AAR | Systematically Analyze The Past To Improve The Future

The Value of After-Action Reviews and Improvements (AAR/IP)

Some of the most significant changes to how we prepare for, respond to, recover from, and mitigate for disasters have occurred as a result of critical and thorough post-incident reviews. The After-Action Review and Improvement Plan is a vital instrument to document the successes, gaps, and areas of improvement identified after an incident.

The Value of Proven Systematic Methods & Techniques in the AAR/IP Process

The value of the AAR/IP is directly proportionate to the thoroughness, analysis, and synthesis of the information obtained throughout the AAR/IP process. Tested and validated systematic methods and techniques control for the quality of the data gathering and analysis, ensuring more substantial findings. ISC's innovative approach incorporates proven scientific research methods into the standard AAR process to ensure meaningful results. These methods are highlighted below.

1 | ESTABLISH SHARED UNDERSTANDING

Determine Purpose & Scope

Define Objectives

Identify Areas of Concern & Focus

2 | THOROUGHLY RESEARCH THE INCIDENT

Understand the Pre & Post Conditions

Compile and Analyze Info & Data

Identify Areas of Further Examination

3 | ENGAGE STAKEHOLDERS & PARTNERS

Identify Participants & Perspectives

Determine Method of Engagement

Ensure Accuracy & Reliability of Results

4 | DEVELOP THE AFTER-ACTION REPORT

Rigorously Analyze the Findings

Assess for Bias & Agenda-Setting

Validate Results

5 | DEVELOP THE IMPROVEMENT PLAN

Develop a Strategy for Improvement

Inform & Share

Implement & Monitor

ABOUT US

ISC is a professional services firm focused on developing and implementing comprehensive crisis and consequence management solutions. We are a team of innovative problem solvers that combine experience and evidence-based knowledge to deliver practical, best practice results across multiple industries to make communities safer and more resilient.



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ISC DELIVERS UNPARALLELED EXPERTISE

Hurricane Maria Response & Recovery AAR/IP



FEMA HQ chose ISC to conduct an AAR of response and recovery operations and identify improvements. ISC reviewed over 300 operational documents, conducted over 30 interviews, and held 10 focus groups. The resulting recommendations, most of which were implemented, included modifying organizational structures and processes within FEMA as well as local agencies and governments.

Disaster Housing & Temporary Shelter Operations AAR/IP & Validation Exercise



Following Hurricane Irene, ISC conducted an AAR of FEMA's Shelter and Temporary Essential Power (STEP) and Transitional Shelter Assistance (TSA) programs on behalf of our clients in Florida to identify success and areas of improvement. ISC developed and delivered a HSEEP-compliant tabletop exercise to validate the importance of these improvements if a more severe storm were to make landfall in South Florida.

San Diego Wildfire AAR & Study of Community Behaviors



Miami-Dade County's Office of Emergency Management contracted ISC to conduct an AAR of the County's hurricane response and recovery operations and identify areas of improvement. ISC developed and delivered a HSEEP-compliant tabletop exercise to validate the importance of these improvements if a more severe storm were to make landfall in the County.

State of Ohio COVID-19 Pandemic Phase I AAR



ISC conducted a wildfire after-action study of San Diego County, CA residents to understand their evacuation, risk management, and preparedness behaviors since the 2007 wildfire and for future wildfires and other disasters. The survey was translated in three languages and distributed to over 2,500 participants.

Hurricane Evacuation AAR of Community Behaviors



ISC was commissioned by Miami-Dade County to conduct an AAR focused on understanding residents' level of preparedness and evacuation tendencies following several non-active hurricane seasons. A survey in three languages was distributed to a random sample of 2.663 million Miami-Dade residents.

Texas Ebola Outbreak AAR & IP



Following the Ebola Outbreak in 2014, the North Central Texas Council of Governments engaged ISC to assist the Department of State Health Services Region 2/3 with conducting an AAR/IP. Improvements were identified and led to the development of a High Consequence Infectious Disease Regional Coordination Guide for NCTCOG.

Nationwide Disaster Recovery Operations AAR & IP



ISC completed an AAR of over 30 disaster recovery operations. ISC reviewed over 350 archival documents and interviewed over 80 senior officials. ISC developed and distributed a survey and conducted focus group sessions with fifteen federal agencies, state representatives, and scholarly experts. The AAR/IP highlighted improvements to future disaster recovery operations and a roadmap for communities to use.