

Consultancy - Post-Incident Review



Scenario

A major fire recently broke-out at your head office premises at 6.35pm during a working day, at a time when there were only a few staff on the premises. Even though Emergency Services were called promptly, the fire destroyed the entire top floor of the building.

The effect of the fires heat caused sprinklers to activate, and water pipes to burst, so extensive damage has resulted due to flooding. Office furniture and carpets are being replaced, paper left on staffs desks are unrecoverable, and dehumidifiers are scattered everywhere to dry out the offices so that salvage operations can begin.

Affected staff have been relocated to neighbouring buildings and other locations, some to interstate offices. Access to corporate applications has been suspended due to the data centre being shutdown.

Approach

We have assisted many organisations in the past assess and recover from unexpected and potentially catastrophic events ranging from direct physical damage to premises and assets due to fire or flooding through to significant customer, staffing and reputational impacts due to an internal fraudulent activity. Irrespective of the type of incident your organisation has experienced, OpsCentre will undertake a detailed Post Incident Review.

Deliverables

The deliverable from this service is a management report incorporating key findings, a summary of the extent of the impact or damage to your premises and organisation, a post-incident issues register, a plan for any remedial actions and our recommendations.

Review Scope

Areas of review include:

- Sequence of events by time
- Eye witness reports, involvement and observations
- Communications and notifications summary - were communication and notifications procedures handled effectively and appropriately?
- Team activation summary – Crisis Management Team, Emergency Services, Fire wardens and other staff
- State Emergency Services Response Summary
- Damage Assessment – extent of impact/damage to: staff and visitors on site at the time of the incident, building structure, power, water damage, office areas, computer and telephony systems, computer room, vital records and the overall impact on critical operations, service levels and volumes of work.

