

Post Incident Review (PIR)

- When conducting a PIR, focus on the three “W’s” (What happened? What went well? What can we do differently?)
- A PIR should be timely, accurate, interactive, objective and constructive, but not personal.
- Different techniques can be used to collect information including surveys, workshops and/or interviews.
- Consider who the best person is to facilitate a PIR. I.e. someone who has good rapport with staff, someone who has excellent communication skills, someone independent of the Incident etc.

Element	Description
Emergency Response	<ul style="list-style-type: none"> ▪ Was an evacuation or lockdown required? ▪ Were any staff or students injured or affected by the incident? ▪ Was the building(s) secured to prevent re-entry? ▪ Were evacuation or lockdown details reported to the Facilities Coordinator?
Activation and Notification	<ul style="list-style-type: none"> ▪ Was the Incident detected promptly? ▪ Was the NSC notified promptly? ▪ Was the Incident Lead notified of the Incident in a prompt manner? ▪ Was the Incident Lead easily reachable? ▪ Were the Incident Response Group easily reachable? ▪ Were contact details for the Incident Response Group available and current? ▪ Were the control rooms available and contain all necessary equipment?
Business Impacts	<ul style="list-style-type: none"> ▪ Was an Incident assessment conducted? How was this information used? ▪ Was an impact assessment conducted? How was this information used? ▪ Were buildings affected and deemed un-useable? ▪ Were critical business functions likely to be affected? ▪ Was the BCP activated? If yes, was a response strategy followed and if so which? ▪ Was the IT DRP activated?
Incident Response	<ul style="list-style-type: none"> ▪ Were steps to mobilise people and equipment conducted efficiently? ▪ Was all needed equipment available? ▪ Was mobilisation of people resources done effectively? ▪ Were the procedures and tools available for easy reference? ▪ Were the procedures flexible enough to cope with unexpected events? ▪ Were response strategy tasks reviewed on a regular basis? ▪ Did staff and students know what to do? ▪ Is there any further training required? ▪ Were critical business functions restored within agreed timeframes? If not, why not and which functions were affected? ▪ Were students affected? ▪ Was activation of alternate sites required? If so, were they fully operational?
Communication	<ul style="list-style-type: none"> ▪ Were all key stakeholders notified? ▪ Were stakeholder communications appropriate? ▪ Were stakeholder communications timely? ▪ Was consultation established with Emergency Services or other agencies? ▪ Was the media communicated with? ▪ Was media communication appropriate? ▪ Were the communication templates used? ▪ Was an action log maintained throughout?
Stand Down	<ul style="list-style-type: none"> ▪ Were ongoing site security issues addressed? ▪ Were long term restoration / relocation strategies assessed?