



OnLINE

Incident Management Academy

Level 2, Block 3: Incident Documentation

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Session Overview



- ▶ **Introductions**
- ▶ **Role of Scribe**
- ▶ **Information Gathering**
- ▶ **Identifying Key Events**
- ▶ **Scribe Lifecycle**
- ▶ **Exercises**



Introductions

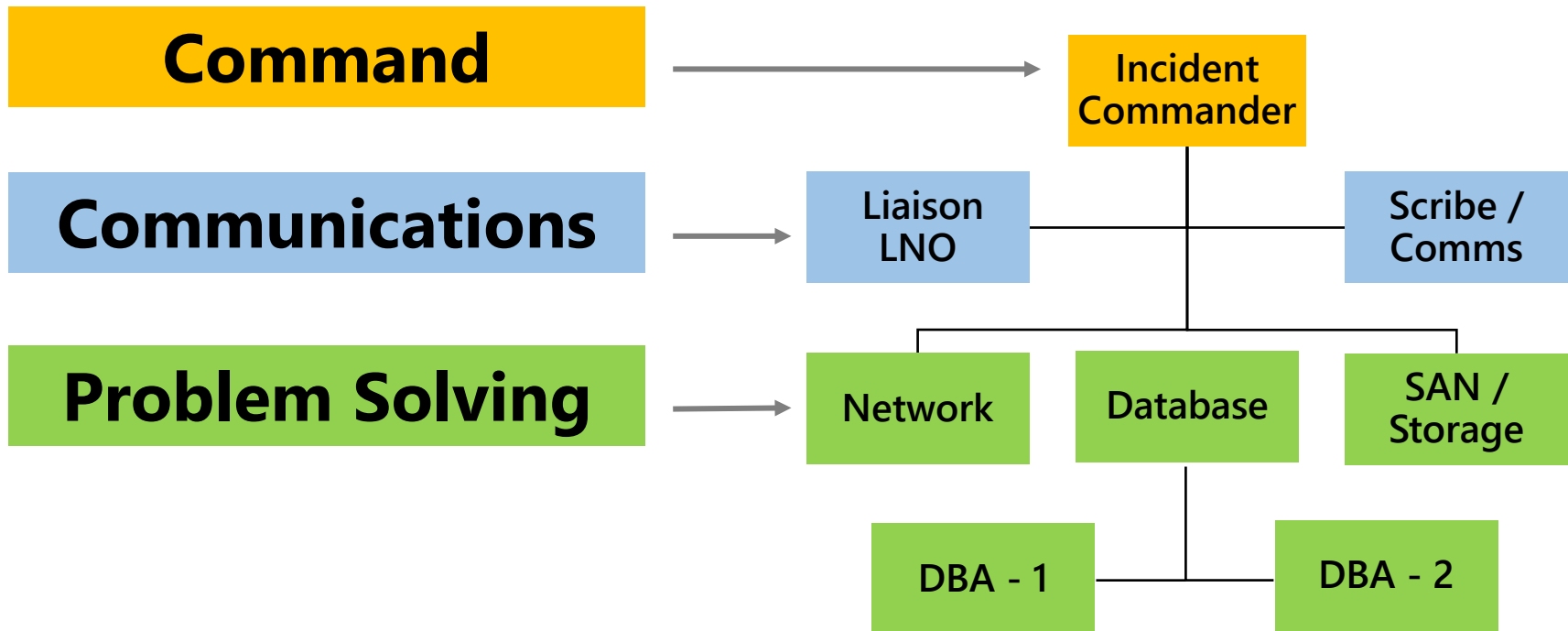


- ▶ **Challenges with the Scribe role?**
- ▶ **Expectations?**

Essential Activities



Three distinct activities occur during incident resolution



Role of the Scribe



▶ Scribe works for the Incident Commander

- Role may be assigned by the Incident Commander (IC) or the Unified Command Leader (UCL) from any member of the Incident Response Team (IRT) on an as needed basis.
- Should be a dedicated function.
- Scribe is not a static job function!

▶ Scribe captures communications

- Incident timeline (discovery, response, resolution, recovery)
- Establish common viewpoint on time
- Clarity is a must.
- Scribe capture/delivers information in both directions



Scribe is the critical role in capturing communications, briefings, reporting and storytelling.

Benefits of Capturing Key Events



- ▶ Creates an official record of “what happened” and “when”
- ▶ Provides the single source of truth during the incident
- ▶ Assembles incident info in one spot for LNO to craft messaging
- ▶ In the absence of official messaging, people will craft their own
- ▶ Becomes foundational for After Action Review (AAR)
- ▶ Reduces “revisionist history” and 20/20 hindsight

What is a Key Event?

Things to Capture & Record



People

- ▶ Identify each participant by name and function

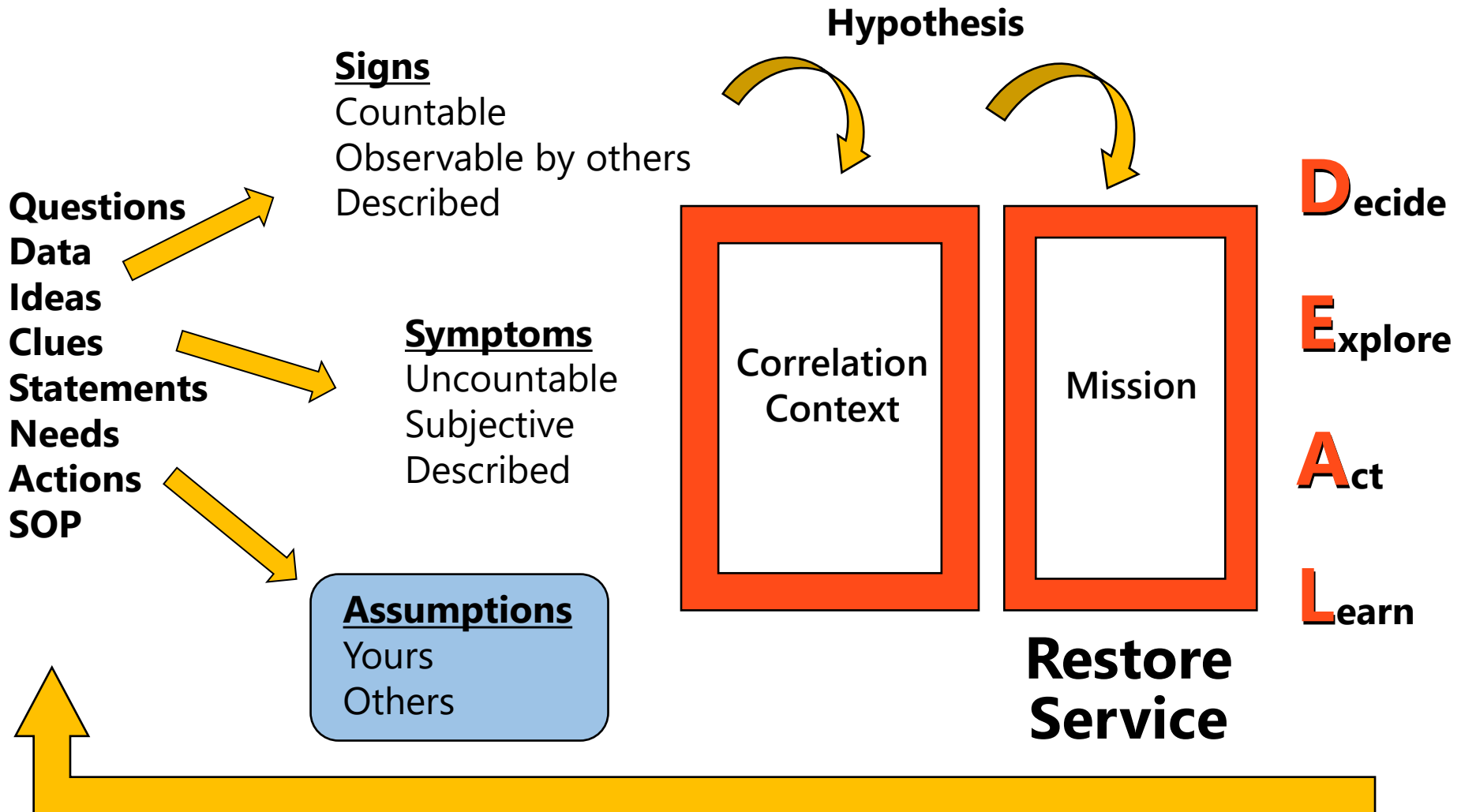
Conditions (Signs and Symptoms)

- ▶ Be specific and accurate
- ▶ Use precise numbers when known
- ▶ Write in bullet point format
- ▶ Don't capture technical jargon unless certain all will understand

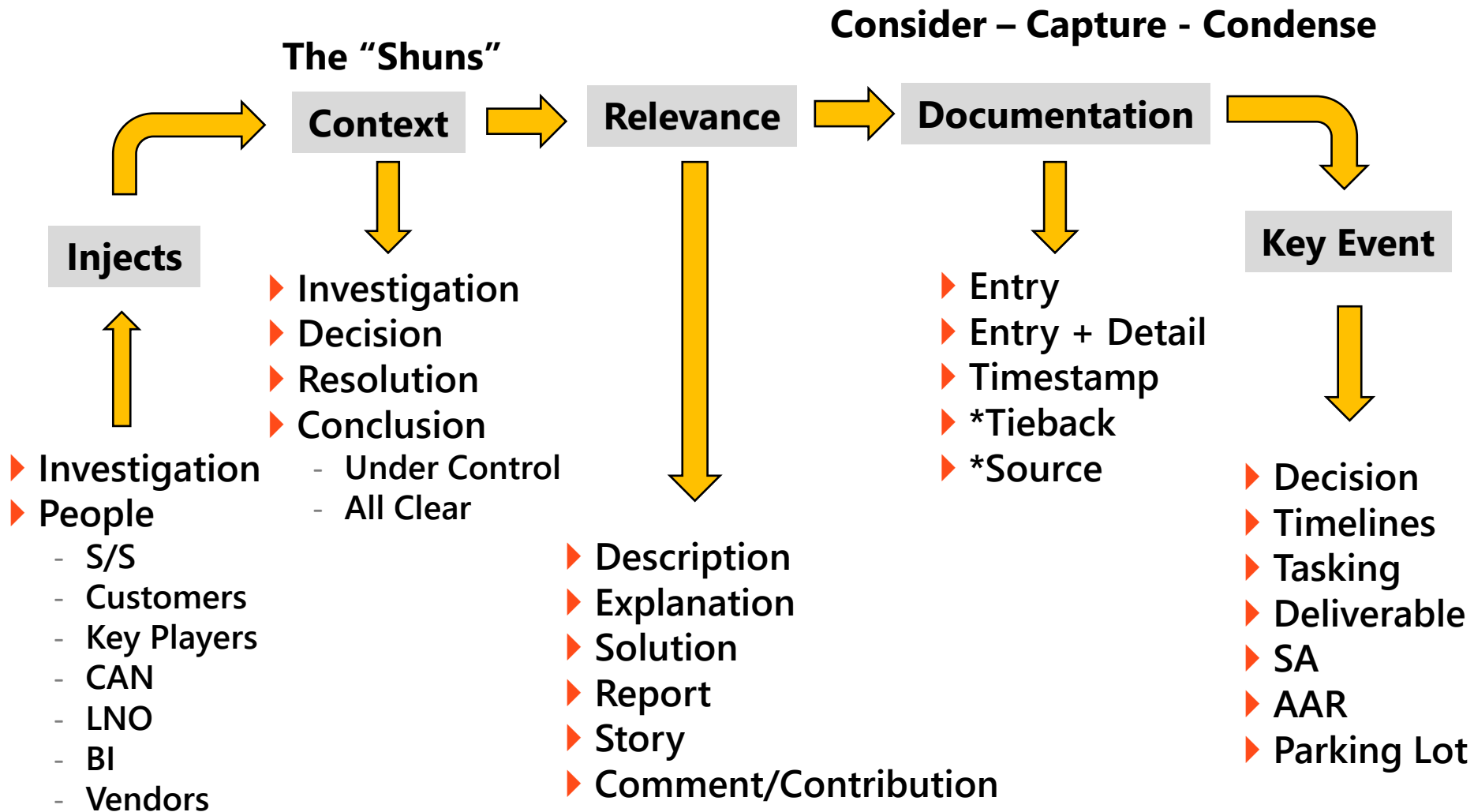
Key Events

- ▶ CAN Reports
- ▶ Briefing content and cadence
- ▶ Positive/negative state change
- ▶ Key decisions and logic
- ▶ Assigned tasks/work products
- ▶ Expected reactions to actions taken

Decision Lifecycle[®]



Scribing



Group Exercise #1



Mission Objective: Identify 15 examples of company-specific key events and a list of 10 standardized terms, abbreviations, etc.

1. Access forms at Blackrock3onlinetraining.com/academy-resources
2. Instructor appoints a Group Leader (GL)
3. GL appoints an LNO and Scribe for each group
4. Scribe captures the discussion, records key events and creates a timeline.
5. LNO provides a briefing for the findings



Group Exercise #2

Group Exercise #2



Mission Objective: Access the designated audio recording and scribe the summary of key events.

1. Access forms and audio recording at [Blackrock3onlinetraining.com/academy-resources](https://blackrock3onlinetraining.com/academy-resources)
2. Instructor appoints a Group Leader (GL)
3. Assignment: All other team members act as scribes and each scribe independently creates a timeline and captures key events from the recording.
4. At the conclusion of the recording, GL leads a discussion with the group to evaluate each scribe work product. Identify Key Events.
5. One Scribe work product is selected to represent the group's work. Scribe will provide a brief outline, identifying key events captured.

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