



OnSite Incident Management Training

Operational Period #4

Breakout Session: Technology Scenario



Scenario Assumptions:

- Assume that incident resolution takes place in a virtual environment with a remote set of incident responders.
- All listed times are in the Pacific time zone.
- Any incident details not listed in the scenario overview may be filled in by the IC and/or other team members.

Breakout Room Assignments for Command Staff:

- **IC:** Drive discussion and delegate tasks.
- **LNO:** Provide briefings as directed in exercise deliverables.
- **Scribe:** Capture details and key events of the discussion and deliverables listed in #3 and share details of notes/timeline at the end of the briefing.

Breakout Session: Technology Scenario



Actions in Breakout Rooms:

- IC appoints Scribe, LNO.
- IC briefs the group on the scenario and integrates the information obtained by other team members.
- IC guides the discussion to identify steps to scenario resolution including resolution plan A and plan B.
- LNO to outline a plan and written/verbal content for delivering internal and external communications.
- Unified Command (UC) is simulated during the exercise. IC to keep track of time and dispatch LNO to UC [in the main session] at least two times during the exercise to provide updates on the resolution effort.

Breakout Session: Technology Scenario



Minimum Exercise Deliverables:

- Identify severity level for the incident.
- Create a list of SMEs, vendors, faculty, administration, etc. that would be dispatched to the incident. Identify expected SLA for each team or individual dispatched.
- List any playbook(s) or procedure(s) the incident responders would follow or references for the listed scenario.
- List alternative technology platforms for incident resolution and incident communications (i.e., if teams or Everbridge are compromised or not available, how would the team pivot?)
- Draft overall Mission Objective(s) and resolution plan for the response. Provide an estimated time to resolve the proposed scenario.
- IC to draft and deliver at least two sample CAN reports to the response team during the Breakout Room session.
- Identify any unique aspects or challenges of the response that may impede forward momentum of the resolution effort.
- List the potential audiences and briefing cadence that need to occur outside the resolution effort.
- List any major lessons learned [relative to the scenario] during the Breakout Room session.

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Minimum deliverables in the main session at the conclusion of the exercise:

- At the conclusion of the Breakout Room session, after all participants have reconvened back in the Main Room session, the IC will deliver: a briefing on the scenario; detailed steps to resolution; and one example of CAN report.
- LNO delivers an example of one briefing [using IMS briefing format] back to the entire group in the Main Room session at the conclusion of the exercise. The briefing can be representative of a briefing delivered at the beginning, middle or end of the incident.
- Scribe to share screen and walk through the discussion/incident timeline; identified key events; parking lot issues and/or other important items captured on the timeline.



Questions and Wrap up