AVAYA

Post Emergency Event Review (PEER) Checklist

The Post Emergency Event Review, or PEER, checklist is designed to guide discussion amongst all affected parties to evaluate key components of contingency plans and response and recovery efforts. Additional categories and questions may be appropriate for your business.

PEER Discussion Categories:

1. Preplanning

Were there existing business continuity plans for the businesses? Were there existing emergency response plans for the responders?

Were business continuity strategies implemented, or in the process of being implemented, for the businesses? Were emergency response strategies implemented, or in the process of being implemented, for the responders?

Were recovery time objectives established?

Were alternate processing locations identified beforehand? Were emergency operation centers identified beforehand?

Were roles and responsibilities defined ahead of time for employees and responders?

How effective was the use of preplanned procedures or strategies in the response and recovery process?

Were documented plans, procedures or call lists up-to-date?

Were vital records backed-up and stored offsite for recovery purposes?

What training or awareness activities occurred prior to the event? Did people feel they were prepared as a result of prior training or exercises?

2. Initial Response

Were first responders, internal and external, notified of the event in a timely manner? What worked well and what may have worked better?

Were employees notified and kept informed of the event in a timely manner?

Did personnel know where to go after evacuating the work site? Were there designated assembly points?

What was the process to secure the facilities in preparation for the event, if applicable?

What steps were taken, if any, to ensure staff were prepared at work and at home?

If appropriate, were early dismissals preformed?

What was the method to account for evacuated or displaced employees? How successful was this method?

Were there communications with local emergency agencies or other outside response or support groups?

3. Emergency Notifications

Explain the notification process to alert others of the event.

Were there clearly defined roles and responsibilities?

Who needed to be called at the onset of the event?

How did emergency team personnel stay in touch throughout the event?

How were employees kept up-to-date? Phone calls to home, e-mails, hotline messages, media or press announcements, etc?

How were customers notified and kept up-to-date?

What assistance did Employee Communications provide?

How was the Help Desk notified?

Did the Help Desk respond to the event with notification of additional resources? Were there any open issues?

Was a hotline number used for message status to employees? Were any problems encountered?

4. Recovery Management

Did a site-wide emergency management team manage the event (e.g., Site-wide Emergency Organization)?

Did the businesses have emergency management teams in place and activated? Was there coordination with the incident management team?

Were team member roles and responsibilities understood (e.g., were there issues of who was doing what or people performing the same tasks)?

Was the structure of the incident management team or any other emergency management team useful?

What role did internal corporate support organizations play in the management of the event?

Were problems and issues moved to the appropriate management person, team or organization?

Were issues resolved in a timely manner?

How can the entire process be improved?

5. Employee Assistance

How were needs of employees determined? How did employees communicate requests for assistance? Was there a need to prioritize the demands?

Was the response sufficient? How could it be improved? What preparatory work, if any, can be done to supply staff with essentials in the event of another serious event?

Are there employee assistance issues that remain or that have not been addressed properly?

How were personal issues that inhibited the business recovery needs addressed?

Did support agencies like the American or International Red Cross provide assistance to employees? How could the company coordinate support services with government or public agencies?

6. Business Impact and Recovery

Was it clear what business functions had to be recovered at the onset? If not, who made the decisions?

Did business managers assess the overall impact the event had to their business? What were some of the key issues? What are the short and long terms results to the business?

What is the state of business today? Are operations back to 100%?

Did the company image suffer from either tangible or intangible losses?

Does the business continuity plan need revising due to the lessons of the business recovery?

Were pre-defined recovery time objectives met?

7. Facility Restoration

Were businesses able to communicate their priorities for restoration of files, equipment and other resources?

Did businesses request access to the facility prior to its reopening?

Were outside vendors specializing in restoration used in the process?

Were there any regulatory issues, such as, clean up of hazardous materials that needed outside approvals and certification?

Was information from relevant utility companies, such as water and power, forthcoming regarding the restoration of services to the site?

Was the impacted facility restored to normal?

Was the restoration timely? To the business' satisfaction? To the satisfaction of the infrastructure groups?

Were the appropriate areas, such as Insurance, involved in the process?

How effective was the process of moving businesses back to the home facility?

What is the status today of all affected sites? Are there any issues that have not received the needed attention?

8. Customers

What assistance was provided to our customers? Financial and personal?

Was there adequate communication to our customers?

Were there any special requests from our customers outside of the norm?

Did we gain or lose customers?

How was the customer response to our recovery efforts?

What were some of the customer comments received?

Were our restoration efforts within customer expectations?

How did our competitors perform, whether impacted or not?

9. Communications

Was there enough communications in place and used (e.g., people and equipment)?

With no phone service, what forms of communication were used?

Did communications flow between employees and management? Between site-wide teams and corporate support groups or executive management?

Was communications a stumbling block in either the response or recovery efforts?

What worked well and what did not work as well? Do we need to be better prepared as a result of the experiences learned?

10. Corporate-Wide Assistance

Was there enough support from corporate support groups?

What assistance could have been provided that wasn't?

What are some suggestions to help Corporate improve in its response?

11. Emergency Government or Public Agencies

Was there any support needed, provided or requested?

Were employees able to receive assistance that they were entitled to? How did the company help in that process?

Were there pre-established relationships with officials that facilitated the response or recovery process?

Were promises of assistance kept by federal, state or local emergency groups?

Is there still assistance coming? Has the appropriate follow-up actions been made?

12. Open Issues and Action Items

What are some of the open issues regarding any of the following categories? Preplanning; Initial Response; Emergency Notifications; Recovery Management; Employee Assistance; Business Impact and Recovery; Facility Restoration; Customers; Communications; Corporate-wide Assistance and Emergency Government or public agencies.

Is the present recovery strategy still viable given the results of the recovery efforts to this incident?

Are there activities that were used or roles that were assumed that need to be documented in the plan?

Is additional or updated training required for employees or support groups? Will the training program be revised based on the response and recovery results?

Are there already defined action items to improve the business continuity program?

Were there any mitigation improvements defined that need to be addressed?

Has an action plan been documented that assigns responsibilities and target completion dates?

Is more discussion required to strategize what action items are required?

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