



Following the COVID-19 outbreak, state and local governments are activating business continuity and response plans and adapting their operations, including the implementation of new policies and procedures, in response to the outbreak's unique challenges. The organizational resiliency, the ability to recover quickly from unexpected challenges, of every level of government is actively challenged by the COVID-19 outbreak.

BRONNER COVID-19 SERVICES

ORGANIZATIONAL RESILIENCY

- Business Continuity Planning
- Risk Management & Mitigation
- After Action Reviews
- Multi-scenario Planning
- Alternative Revenue Sourcing
- Organization Resiliency Diagnostic

COVID-19 AFTER ACTION REVIEW

As communities gradually reopen after the initial wave and transition to recovery, government leaders have an opportunity to reflect on its response to identify areas of improvement and prepare their agencies for the next wave or disruption event. To encourage accurate and fresh observations, reviews are best performed immediately following the conclusion of response activities.



The After Action Review (AAR) process is designed to capture the lessons learned from past successes and challenges, with the goal of improving future performance. The review process is an opportunity for an organization to reflect on its initial response to the COVID-19 outbreak and identify insights to better prepare for future outbreaks and other disruptions. The AAR seeks to answer four distinct questions immediately following an event.

- What was expected to happen?
- What actually occurred?
- What went well and why?
- What can be improved and how?

Observations and lessons learned that emanate from the AAR should be documented and inform updates to the organization's preparedness and resiliency plans that can be leveraged during subsequent COVID-19 waves or any other business disruption event including natural disasters, cyber security incidents, IT system outages, and unplanned workforce absences.

ACCOUNTABILITY OPTIMIZATION

- Internal Controls Review
- Procurement Optimization
- Regulatory Compliance (CARES)
- Grants Management
- Internal / Performance Audit
- Financial Governance

OPERATIONAL SUPPORT

- Staffing Review & Augmentation
- Virtual Public Engagement
- Staff Training and Exercises
- Operational Planning
- Organizational Assessment
- Strategic Optimization
- Change Management

AFTER ACTION REVIEW BENEFITS

Leverage COVID-19 insights to prepare for Wave 2

Create shared understanding of what was a success and what was a challenge

Improve communication and feedback within teams

AFTER ACTION REVIEW APPROACH

INTERVIEWS,
FOCUS GROUPS
AND SURVEYS



BEST PRACTICE
REVIEW AND GAP
ANALYSIS



AFTER ACTION
REPORT WITH
RECOMMENDATIONS



AFTER ACTION REVIEW TOOLS

Interviews, Focus Groups, and Surveys

Assess each team's response to COVID-19 and identify key observations, lessons learned, and areas for improvement through facilitated one-on-one, focus groups and surveys. Key vendors and partners can be engaged through online surveys. Solicit input regarding the agency's response protocols during COVID-19. Generate ideas for improving preparedness.

Best Practice Review and Gap Analysis

Evaluate existing continuity and response plans and policies against pre-defined best practices. Determine the effectiveness of existing protocols and highlight strengths and areas of improvement.

After Action Report

At the end of the engagement an After Action Report will provide a detailed summary of the organization's response to the COVID-19 outbreak. The report will identify organizational strengths and areas of improvement along with recommendations necessary to inform preparation for subsequent COVID-19 waves and other disruption events.

INTERVIEW AND SURVEY QUESTIONS

TOPIC

PERFORMANCE DURING DISRUPTION EVENT

Communication with
staff and key vendors

Major challenges

Ability to perform
critical processes
remotely

No challenges

BEST PRACTICE GAP ANALYSIS

DID YOUR RESPONSE COVER...

SCORE

Remote work
capabilities



5

Backup staff



3

Common area
sanitation



2

Communication
with residents



1

ABOUT BRONNER

Founded in 1987, BRONNER is a nationally known and respected multi-disciplined, professional services firm focused on serving the public sector. BRONNER has worked with public sector clients of all sizes in the areas of organizational resilience, business continuity, emergency preparedness and response, strategic planning, and enterprise optimization.

BRONNER is headquartered in Chicago, Illinois, with 11 offices nationwide. Certified as a Small Disadvantaged or Women-Owned Business Enterprise in more than a dozen jurisdictions.



Is your agency interested in an After Action Review?

We are ready to help.

Contact Dan Hughes, Government Services Manager

dhughes@bronnertgroup.com | 312.265.6535