**AFTER ACTION REPORT SURVEY**

*(Earthquake)*

**GENERAL INFORMATION**

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| **Information Needed** | *Text goes in text boxes below.* |
| **Name of Organization:** | LPHG |
| **Type of Organization:** | 501(c)(3) charity |
| **Region**:  (Coastal, Inland, or Southern) | Coastal |
| **Completed by**: | Clayton Johnson |
| **Date report completed:** | 10/15/2023 |
| **Type of event, training, or exercise:** *(actual event, table top, functional or full-scale exercise, pre-identified planned event, training, seminar, workshop, drill, game, etc.)* | Actual event |
| **Summary of the Disaster:** | 7.8 magnitude earthquake struck Berkely CA and the surrounding areas. This severely disrupted business operations due to 50% of the local infrastructure being leveled. The ensuing damage could be categorized as severe to catastrophic. Significant casualties, with an estimated 50% fatality rate for the city of Berkeley, resulting in approximately 50,000 deaths, and 31 deaths within the LPHG organization. One LPHG staff member succumbed to the H1Z-20 virus contracted during the aftermath. Casualty counts might continue to rise due to the six earthquake-related effects and the rapid spread of the highly contagious H1Z-20 virus. It's important to note that the local community's emergency services were severely strained during and immediately after the disaster. Communication, transportation, and medical emergency services will remain overburdened for approximately six to eight weeks until federal government resources can be mobilized. |
| **DRP Documents:** *(e.g., disaster recovery plan, backup plans etc.) Include specific details about the documents, including completeness.* | Scheduled data backups were taking place prior to the disaster. These backups were stored in 2 different locations on-site and kept in multiple formats in case one format could not be recovered. The DPP (disaster preparedness plan) gave a chain of communication/command in case of emergency, and stated to use the secondary site if the primary one became unavailable. The main copy was stored at the primary processing site for information resources (Building 2, The Rink), with an alternate copy being kept at the director of operations house. Analysis of critical services was not completed. Employee contact information was not filled out. Business impact analysis was not completed. |
| **Post-Disaster Response Summary:** | Disaster recovery plan was followed as outlined, including taking notes about the situation and communicating with the parties stated in the plan. After this the employees were left confused as to what to do next because of the lack of information in the disaster preparedness plan and business impact analysis. There was no employee directory saved so they could not contact everyone they needed to, and the lack of a business impact analysis made it difficult to prioritize recovery steps. The only good news that came from these plans was that their data was protected due to the backups. |
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**Strengths of Disaster Response EVALUATION**

**Strength #1:**

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| **Strength Details:** | |
| Summary of Strength: | Data backup was a success. |
| **Contributing Factors:** | |
| Plans | Regular backups of data, kept in different formats and different buildings to ensure availability. |
| Policies | Complete backups of data are scheduled 1-7 times a week, with differential backups completed 4 times in between full backups.  Disk backup: Primary building  Tape backup: Secondary building  Backups are usually stored for around 14 days |
| Documents | Backup and Recovery Policy |
| Positive Consequences: | Data was backed up, ensuring its safety even though building 1 became unavailable. |
| Ways to Improve: | n/a |

**Strength #2:**

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| **Strength Details:** | |
| Summary of Strength: | Disaster chain of command was well established in the disaster preparedness plan |
| **Contributing Factors:** | |
| Plans | Pre-determined crisis managers that will meet in the case of a disaster, with alternates in place in case someone is unavailable. |
| Policies | Director of operations: primary emergency manager, IT director: secondary emergency manager. Management team, R&D Director, and DP team will meet and participate in emergency planning and crisis management in the event of a disaster. |
| Documents | Disaster Preparedness plan |
| Positive Consequences: | Centralized crisis management establishes a clear chain of command, making it easier to know who is in charge and responsible for various aspects of crisis management. |
| Ways to Improve: | Add staff contact information to the disaster preparedness plan so that the crisis management team can contact any personnel that they might need to. |

**Strength #3:**

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| **Strength Details:** | |
| Summary of Strength: | Clearly states location of secondary site in case of emergency in the Disaster Preparedness Plan. |
| **Contributing Factors:** | |
| Plans | If the primary site becomes unavailable, “the alley” will be used as an alternative site so that business functions can continue. |
| Policies | If the primary site becomes unavailable, the following alternate site will be used:  Building: The Alley Address: 123 Main St. – Building 1  City, state, zip: Berkeley, CA 94701  Phone number: 510 123 1234 |
| Documents | Disaster Preparedness Plan |
| Positive Consequences: | Business operation downtime will be minimized by having an alternative site where operations can resume. This is useful when the primary site becomes unavailable, as it did in the disaster. |
| Ways to Improve: | A copy of the Disaster Preparedness Plan should be kept at the secondary site as well, in case the primary and off-site copies are unavailable. |

**Areas for Improvement of Disaster Response EVALUATION**

**Area for Improvement #1:**

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| **Area for Improvement Details:** | |
| Summary of Area for Improvement: | Business Impact Analysis was not filled out at all. This meant that after the disaster, the employees had no way of telling the impact on business functions. This made it very difficult to proceed and make the correct decisions. |
| **Contributing Factors:** | |
| Plans | N/A |
| Policies | N/A |
| Documents | Business Impact Analysis |
| Consequences: | Lack of a Business impact analysis made it difficult for employees to assess the situation and move forward in the right direction. |
| Ways to Improve: | Fully complete the business impact analysis and update this document at least every 12 months. |

**Area for Improvement #2:**

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| **Area for Improvement Details:** | |
| Summary of Area for Improvement: | Completely fill out Disaster preparedness document. The employee contact information was left blank. This left managers/ employees no way of contacting each other to manage the crisis. |
| **Contributing Factors:** | |
| Plans | N/A |
| Policies | “We will review and update this disaster plan in 12 months from the undersigned date.” |
| Documents | Disaster Preparedness Plan |
| Consequences: | Employees had no way of contacting each other because the main building had collapsed and there was no employee directory. This put a strain on communication. Critical services were not filled out so there was no plan to recover / administrate these services. Vendor information was not filled out, so they were not notified of the situation at hand. |
| Ways to Improve: | Actually review and update disaster preparedness plan every 12 months at least. Complete the blank fields and ensure the accuracy of all information that is a part of this plan. |

**Area for Improvement #3:**

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| **Area for Improvement Details:** | |
| Summary of Area for Improvement: | Prepared for the worst-case scenario. It is clear from the Disaster plans that LPHG was not prepared for such a scenario. Not only were the bare minimums such as business impact and contact information not completed, but there was also no set plan for such a critical failure. There should have been detailed steps for the employees to follow after a disaster strikes. This was not a part of the documentation, so employees were left confused as to what to do. |
| **Contributing Factors:** | |
| Plans | N/A |
| Policies | “We will review and update this disaster plan in 12 months from the undersigned date.” |
| Documents | Disaster Preparedness Plan |
| Consequences: | Employees were left confused as to what to do after the initial steps because not enough direction was given in these documents. This lengthened business downtime because such plans would resume operations quicker. |
| Ways to Improve: | Detailed Disaster Preparedness plan that details what to do in case of a catastrophic event such as the one that happened. This will |