



## After-Action Reviews Facilitation & Support

Following a disaster event, emergency, or training exercise, it is critical that agencies conduct a structured review to gather objective data, participant experiences, analyze the data and develop actionable plans based on that analysis. The After-Action Review (AAR) process identifies strengths to be maintained and built upon, identifies potential areas for improvement, and supports development of corrective actions.

IEM's team of emergency management experts have the real-world experience to lead and facilitate your next AAR and ensure that the resulting improvement plan (IP) is specific and implementable. Our reputation as an honest broker with a data driven emphasis enables our team to develop an end product that helps your personnel and supporting community partner agencies to effectively prepare for and respond to the next event.

### Exercise AAR/IP Support

IEM assists emergency managers, public safety officials and military personnel in designing and delivering training and exercise programs. Through this process, IEM helps our clients assess the difference between expected and actual capabilities to pinpoint necessary changes to plans, procedures, policies, future training, and equipment so the cycle of continuous improvement in preparedness is maintained.

IEM has supported over 680 exercise events for our clients. In each case, hot wash discussions following an exercise event have proven beneficial to all participating parties. They provide the fresh memory data capture laying the foundation for a detailed AAR process, which will identify lessons learned and best practices that will significantly improve agency procedures. **IEM clients prize the emergency management experience of our teams, because it supports development of subsequent improvement plans that are more than vaguely characterized action items. Our team of seasoned planners are equipped to walk your team through this process and develop simplified outcomes that are ready-to-implement.**

### Real Event AAR/IP Support

Capturing data effectively is a more complicated task during or immediately following a real disaster event. More people and agencies play a role in a disaster event, compared to an exercise – in some cases, they have not been able to halt their activation responsibilities. IEM has a demonstrated ability to gather data through multiple means to support the creation of an AAR/IP. IEM staff have proven their expertise in developing Interim Action Reviews for COVID-19 response and early stage recovery for our clients in 2020 and 2021.

**IEM subject matter experts are knowledgeable in all-hazards and have the capability to bring hard won lessons learned to the analysis of data and draft improvement plan development.**

#### QUICK FACTS

Founded  
1985

#### Office Locations

Research Triangle Park, NC (HQ) |  
Washington, D.C. | Baton Rouge,  
LA | Tallahassee, FL | Conroe, TX  
| Bel Air, MD | Neptune, NJ |  
Pueblo, CO | Richmond, KY | San  
Juan, PR | Aguadilla, PR

#### Our Experts

The expansive IEM team includes emergency management, homeland security, disaster recovery, and national security professionals, former senior executives at FEMA, HUD, VA and DOD, state and local officials, and other technical and subject matter experts.

#### Key Service Areas

- Disaster Recovery and Management
- Emergency Management and Homeland Security
- Public Health Response and Policy
- Defense and National Security
- Information and Emerging Technologies

#### Bryan Koon

Vice President, Homeland Security  
and Emergency Management

850-519-7966

bryan.koon@iem.com

## Our Stakeholder Engagement Flexibility is Key

Whether for a real event or an exercise, IEM works closely with our AAR/IP clients to identify the strongest approaches for engaging the whole community to develop a comprehensive AAR/IP that captures all pertinent feedback and highlights areas of greatest importance.

**Since 1993, IEM has successfully supported exercises for clients assessing capabilities against a broad range of hazard scenarios. In just the past 5 years, scenarios we have supported include hurricanes, winter weather, chemical weapons agents, aircraft mishap, active shooter, WMD, flooding, IEDs, pandemic, and electricity disruption with excessive heat.** Just since 2020, that experience has led to clients relying on IEM to support their real-world event, including AARs for COVID-19 response, wildfires, and winter weather events. Selected client engagements are highlighted below:

## Demonstrated Success

### United States Capitol Review

Following the January 6<sup>th</sup> attack on the U.S. Capitol, the U.S. House of Representatives' Office of the Sergeant at Arms hired IEM to lead an immediate review of the U.S. Capitol and House of Representative's security infrastructure, interagency processes and procedures, and command and control. IEM assembled a team of distinguished professionals and experts across the fields of law enforcement, security, intelligence, protection, and cybersecurity, led by Lt. General Russel Honoré, USA (Ret.) to complete the AAR.

### State of Idaho COVID-19 AAR Support

IEM was selected by the State of Idaho Office of Emergency Management to provide a range of planning services including a COVID-19 AAR. The project has four tasks: development of a COVID-19 Interim Action Review and AAR; development of a Distribution Management Plan; revision of the State of Idaho Emergency Operations Plan (EOP) and related Annexes; and revision of the State of Idaho Long-Term Recovery Plan (LTRP). IEM recently completed conducting an interim action review of COVID-19 response.

### Prince William County, VA COVID-19 Interim Action Review

Prince William County (PWC) Emergency Management hired IEM to support the development of an Interim Action Review to assess strengths and areas of improvement related to the initial phases of response to the COVID-19 pandemic. The contract also includes the development of emergency plans, policies, procedures, including the development of an Emergency Operations Plan and attending supporting handbooks, position guides, and checklists and new Continuity of Operations (COOP) plans. IEM is providing an analysis of previous AARs developed by or related to PWC Emergency Management to help prioritize improvement of processes and systems to address all-hazards.

### Port Authority of New York/New Jersey AAR Support

IEM provided the Port Authority of New York and New Jersey with AARs for complex issues at airports such as the 2018 Winter Storm and Aftermath at JFK (Snowbombnado) and the 2019 false alarm bomb threat at Newark International Airport that caused a mass self-evacuation.

## IEM's Easily Accessible Contract Vehicles

Through existing contract vehicles and rapid procurement, IEM is prepared to address your critical emergency and healthcare preparedness and response needs for any event.

### MAS - General Purpose Commercial Information Technology Equipment, Software, and Services Rescue

Contract Number: GS-35F-679GA

Contract Period: 14 September 2017 through 30 September 2022

### GSA Professional Services Schedule (PSS)

Contract Number: GS-10F-0178L

Contract Period: 15 February 2001 through 13 August 2021

### GSA Schedule 84: Total Solutions for Law Enforcement, Security, Facilities Management, Fire, and Rescue

Contract Number: GS-07F-137GA

Contract Period: 26 June 2017 through 25 June 2022

### FEMA Air Evacuation Aviation Ground Support

Contract Number: HSFE70-16-D-0200

Contract Period: May 4, 2016 through June 20, 2021

### HHS Aviation Ground Support and Airfield Operations and Maintenance

Contract Number: 75A50120D00003

Contract Period: February 10, 2020 through February 9, 2025

### California Multiple Award Schedules

Contract Number: 4-20-03-0188C

Contract Period: 11 August 2020 through 25 June 2022

Contract Number: 3-20-70-2296C

Contract Period: 11 August 2020 through 13 September 2022

### HGACBuy Cooperative

Contract Number: HP08-17

Contract Period: 1 August 2017 through 31 July 2021

### North Texas SHARE

Contract Number: NCT-2019-149

Contract Period: 28 January 2020 through 29 January 2022