



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 700 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
Woman- and Minority-Founded
and Owned

Headquarters

Research Triangle Park, NC

Physical Offices

Washington, D.C. • Baton Rouge, LA •
Tallahassee, FL • Bel Air, MD •
Richmond, KY • Guaynabo, PR •
Aguadilla, PR

Our Experts

The expansive IEM team includes emergency management, homeland security, disaster recovery, national security, and digital service professionals, former executives, and senior leaders from FEMA, DHS, HUD, DoD, as well as senior state and local officials from across the country.

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

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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 6th 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.

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: Sept. 14, 2017 – Sept. 13, 2027

HHS Aviation Ground Support and Airfield Operations and Maintenance

Contract Number: 75A50120D00003

Contract Period: Feb. 10, 2020-Feb. 9, 2025

California Multiple Award Schedules

Contract Number: 4-22-07-1003

Contract Period: July 6, 2022-Sept. 13, 2027

Contract Number: 3-20-70-2296C

Contract Period: Aug. 11, 2020-Sept. 13, 2027

HGACBuy Cooperative

Contract Number: HP08-21

Contract Period: Aug. 1, 2021-July 31, 2024

TXShare

Contract Number: 2023-028

Contract Period: Oct. 1, 2023-Sept. 30, 2024

Florida Department of Management Services

Contract Number: 80101500-20-1

Contract Period: March 1, 2021-Aug. 31, 2024

Missouri Statewide Management Consulting Services

Contract Number: CS201311024

Contract Period: Apr. 1, 2020-Mar. 31, 2024

Massachusetts Statewide Contract

Contract number: PRF76

Contract Period: Oct. 27, 2022-Sept. 30, 2027