Incident Generated Data

Timelines, Sitreps, Activity Logs, Emails & Direct Observation

- Work with organization to understand their data
- Maintain readiness to support incident response data collection real-time
- Provide unbiased but knowledgeable analysts to collect data
- Have multiple methods to share large data sets while keeping data secure

Past Best Practices/ Lessons Learned

Literature & Past Reporting Review

Use SME knowledge of past incident response and recovery to identify AARs and other useful literature (reports/studies/ articles)

Stakeholder Input

Interviews, Workshops & Surveys

- Semi-structured interviews allow for aggregation and analysis of data while still providing flexibility
- Use individual interviews with leadership to allow groups working under them to speak freely
- Use surveys for homogenous groups to keep them short and specific
- Do small group interviews to gather internal team data, allowing interviewees to collectively think through questions
- Run workshop with interdisciplinary groups to identify solutions/recommendations

COLLECT

ANALYZE

- Preliminary analyses drive additional data collection as needed
- Use both qualitative and quantitative analysis techniques
- Use technology as a force multiplier (e.g., large data sets)
- Constantly verify/validate different types of data to ensure accuracy (e.g., validate stakeholder input with incident generated data)

- Ability to write at strategic, operational, and/or tactical levels
- Clear, concise writing for internal, external, and/or public use
- Detailed timelines/ reconstructions
- Powerful visualizations
- Modern formats (e.g., ArcGIS StoryMaps, Tableau, dashboards)
- Strong understanding of organization environments and challenges leads to recommendations that can be operationalized

SHARE

Reports, Timelines/ Reconstructions, Data Visualizations, Story Maps & Improvement Plans

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