

Transcript: Video 3 – Next Steps

Welcome to the Critical Infrastructure Assessment Tools – Post Workshop video. This video will explain the steps a community should take following the Kick-Off meeting in order to fully complete the Critical Infrastructure Assessment Tool. This video will be useful to both the community champion leading the assessment process as well as for any staff that will be using the Tool.

HOW DOES THE KICK-OFF MEETING CONCLUDE?

By the end of the Kick-Off meeting, a community using the Critical Infrastructure Assessment Tool will have already completed a lot of different tasks. They would have identified a champion to lead the assessment process; customized the assessment Tool; created a Hazard Scenario; hosted the Kick-Off meeting; and looked at some of the dependencies between their assets, and goods & services.

Most communities will not be able to fully complete the assessment Tool at the Kick-Off meeting. Because of this, participants will need to take the Tool back to their own departments and complete the sections that are relevant to them. Here are some steps a community can follow to close the meeting and organize their work:

STEP 1: REVIEW STEPS FOR COMPLETING THE TOOL

Towards the end of the Kick-Off meeting, the champion should review the process that was used by the participants to complete the Tool so far. They should look at both the Internal and External Dependencies worksheets and review the discussions the group had in determining dependencies.

The champion may also distribute copies of the supporting document “Instructions for Completing the Critical Infrastructure Assessment Tool”. This document provides tips and reminders for participants on how to complete the Tool.

Finally, the champion should instruct participants that they will receive a copy of the Tool by email. Participants should review the Tool and identify any goods and services that are offered or managed by their department. Using the same process they followed in the meeting, they will try to identify the dependencies.

Working with the participants, the champion should propose a date for when the partially complete Tools should be returned. The meeting can then be adjourned.

STEP 2: CLEAN-UP AND DISTRIBUTE THE ASSESSMENT TOOL

Once the meeting concludes, the champion will need to clean up the assessment Tool. This includes:

- Making sure the asset lists on the first two worksheets match up
- Adding or adjusting any goods and services that may be missing from the first two worksheets
- Adding or clarifying comments on the parking lot tab/worksheet

Once the champion feels the Tool is ready for use, they can distribute it by email to the workshop participants. In this email, they should include a reminder of what the Tool is; a reminder of the deadline for the Tool to be returned; and attach a copy of the support document “Instructions for Completing the Critical Infrastructure Assessment Tool”.

STEP 3: COMPLETE SECTIONS RELEVANT TO EACH DEPARTMENT

Once the participants have received the Tool by email, they should schedule 2-3 hours to review it. They may also find it useful to invite some of their department staff to assist them. The participants should begin on the Internal Dependencies worksheet, looking at each Good and Service and determine which are offered by their department. They can then determine the asset dependencies for each.

The participants can then look at who supports each of these assets on the External Dependencies worksheet.

Once the participants are satisfied they have reviewed all of the goods and services provided or managed by their department, they should return the revised Tool to the champion.

STEP 4: CONSOLIDATE THE COMPLETED PARTIALLY COMPLETED ASSESSMENT TOOLS

Over the next few weeks, the champion should receive revised spreadsheets back from each participant. As the deadline gets closer, a reminder email should be sent to participants to make sure this remains a priority.

Once the champion has received all the partially completed assessment Tools, they can begin consolidating them. To do this, the champion should open the original spreadsheet used during the Kick-Off meeting. This original spreadsheet should be known as the Master copy. They can then review each partially completed spreadsheet and transcribe the C’s and I’s on to the Master copy. The champion should also keep an eye out for any assets, goods or services that might have been added to worksheet – these should be added to the Master as well using the process described in the previous video.

The champion will likely find some goods and services have been examined by more than one department. When this happens, a note should be made in the parking lot indicating the number of times a good or service has been identified as Critical or Important.

All the C’s and I’s from each worksheets should be transcribed onto the Master.

If the champion has difficulty interpreting one of the partially completed Tools, they should contact the participant and get clarification.

This step may take some time but it will be important for the champion to work carefully to make sure no details are missed.

STEP 5: ORGANIZE A FOLLOWUP MEETING

Once the Master copy has been completely updated, the champion should schedule a follow up meeting with the participants to review the results. This meeting typically lasts 1-2 hours and focuses on

examining the number of Critical and Important dependencies for each asset and for each good and service.

Prior to the meeting, the champion should send the Master copy of the Tool to each participant to review. However, the champion should specify that this is a sensitive document and should not be openly shared beyond that workshop participants.

Once the meeting begins, the champion should review any assets, goods or services that had a large number of Critical and Important dependencies. The participants should be asked for their interpretation of the results and how they feel these dependencies should be addressed.

It's important to remember that this is a subjective process. The participants should not interpret one asset as necessarily being more important than another, or a service as being more critical. Rather, the Tool will help reveal the linkages between the assets and services. It will be up to the champion and participants to consider these linkages in context of the community and determine what steps should be taken next.

STEP 6: DEVELOP A SUMMARY REPORT AND RECOMMENDATIONS

As participants discuss the results of the Tool, they should think about what recommendations can be made about the results. These recommendations will typically focus on 'Top Priority' assets, meaning assets that the participants interpret as being particularly important for the continued delivery of goods and services.

To give these recommendations some structure, the participants can consider the actions that could be taken under the four pillars of emergency management:

For Mitigation, participants could consider the financial & resource planning required to support this asset. This could include the steps that are needed to mitigate damage or loss to the asset during an emergency.

For Preparation, participants could think about the resources that could be allocated to back-up or replace the asset if it fails, is damaged, or becomes unavailable.

For Response, participants could consider which activities need to be performed to protect the asset during an emergency. This could also include how the community would assess damage to the asset as well as how long the community could function without the asset.

For Recovery, participants could consider what would be done if the asset was damaged or destroyed. This could include plans for prioritizing repairs to the asset, replacement plans, or even plans for finding an alternative to that asset.

The community should aim to identify four or five recommendations by the end of the meeting. The champion should try to word these recommendations so that they describe a tangible action. For example,

“To protect the radio tower from potential fire damage, the Parks Service should create a plan to address the fire risk created by brush and trees in the area”

“To mitigate potential fuel delivery interruptions, Public Works should identify a secondary fuel vendor”

The champion will then create a two-or-three page summary report that includes an overview of the assessment process, a list of the Top Priority assets identified by the participants, and the list of recommendations. The champion may need to seek approval from senior management prior to distributing the report. For example, Chief Administrative Officer, Mayor and council may want to review the report to ensure it aligns with other community objectives. Once approval has been received, the report should then be distributed back to the participating departments for review and action.

At this point, the Critical Infrastructure Assessment Process is completed. The champion should thank everyone involved and follow-up with departments over the coming year to ensure the recommendations are being implemented.