



OWL Ready



Tip of the Month

Actioning Lessons Learned

"We learn something every day, and we get better every day" should be a common theme for continuity planners. But, actioning lessons learned is the key ingredient to strengthening your plan. Updating your continuity operation's plan is important, otherwise, lessons learned may be missed, or simply forgotten. There have obviously been many lessons learned over the past few months as we continue to operate during the COVID pandemic. Take a few minutes to review and update your plan focusing on your essential functions. Another valuable tool within OwlReady is to be able to establish Action Items to help you and others in your work to enhance your plan in the future.

Action Items, once created, can be assigned to specific team members, given deadlines, and will even prompt you via email as deadlines approach and are reached. This becomes a good source for storing items and projects that you or your department are working on as both a tracking tool and a "backup" location for information. Remember—the COOP can be utilized to train temporary workers or new employees who are replacing those who were in charge of some of your department's most critical functions.

One thing we also do in Emergency Management is to keep a running list of "lessons learned" that are then compiled in an After Action Report, or AAR. This AAR allows us to track what was done well, what could be improved upon, and what resource needs would help us in the future. The OwlReady tool is a great place to keep such a list throughout an event, such as the COVID 19 Pandemic, so that those lessons learned are not lost in the eventual shuffle.

As always, if you have any questions regarding continuity planning or the OwlReady COOP Tool (which can be found here: https://kennesaw.kuali.co/ready/users/sign_in), please contact James Westbrook, Assistant Director of OEM, at jwestbr9@kennesaw.edu or 470-578-6370.

