

Default Question Block

Pandemic Accord Exercise Series, Wave II Participant Feedback Form

Thank you for participating in this exercise. Your observations, comments, and input are greatly appreciated, and provide invaluable insight that will better prepare our nation against threats and hazards. Any comments provided are not for attribution and will be treated in a sensitive manner. Please keep comments concise, specific, and constructive.

Part I: General Information

Please enter your responses in the form field or check box after the appropriate selection.

Name:

Agency:

Organization Affiliation:

Email:

Phone:

Exercise Role:

- Player
- Facilitator
- Observer
- Note Taker/Evaluator
- Other (please specify)

Part II: Exercise Design and Development

Please rate, on a scale of 1 to 5, your overall assessment of the exercise relative to the statements provided, with 1 indicating strong disagreement and 5 indicating strong agreement. (DK/NA = Don't know/Not Applicable)

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	DK/NA
The two-year Pandemic Accord exercise series met the needs of my agency/organization in enhancing our internal COOP capabilities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The pandemic webinars held prior to the 2014 Pandemic Accord exercise improved my knowledge of key considerations for pandemic and COOP planning.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exercise training and meetings were relevant and enhanced my ability to participate in the exercise.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The exercise Situation Manual and exercise briefings were informative and provided the necessary information for my role in the exercise.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The exercise increased my understanding about and familiarity with the capabilities and resources of other participating organizations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Part III: Participant Feedback

1. Given the scenario, approximately what percentage of your workforce is unavailable?

- 0-10 percent
- 11-25 percent
- 26-40 percent
- 41-55 percent
- Greater than 55 percent
- DK/NA

2. It is an OCC regulatory requirement to report branch closures, which are typically caused by physical infrastructure failures such as the loss of power or access to the building being restricted. In the case of a pandemic this may be caused by a lack of employees to staff/support the location. Based on this and given the scenario, were you forced to close any of your offices/branches due to a lack of employees to staff the location?

- Yes
- No
- DK/NA

2a. If so, please estimate the percentage that may be closed on a given day during the outbreak. (otherwise skip)

%

3. Given the current level of absenteeism and trading volumes, was your financial organization able to complete the clearance and settlement process for securities as you would normally (time frames met, reports issued, etc.)? If not, was the impact significant enough that you had to request regulatory relief?

- Yes
- No
- DK/NA

3a. If not, was the impact significant enough that you had to request regulatory relief? (Otherwise skip)

- Yes
- No
- DK/NA

4. What gaps or shortfalls did the exercise reveal in your current emergency plans, policies, and procedures to adequately address Continuity of Operations (COOP) in light of the pandemic scenario, including but not limited to, clearly identifying essential functions, personnel, and lines of succession?

Please specify how each of these gaps or shortfalls impacted your ability to respond to the scenario events.

5. Briefly describe how the scenario affected your organization/agency's ability to carry out its essential functions.

6. What major challenges did you encounter due to high rates of employee absenteeism?

7. What response strategies did you take to resolve these challenges (e.g., work from home; transfer of function; cross-training employees; shutting down certain business functions)?

If you were unable to resolve the challenge, what prevented you from doing so?

8. Briefly describe any issues or challenges that your agency/organization faced that you feel would have benefited from enhanced public-private partnerships?

9. Did you need regulatory relief to make your response/recovery strategy work?

- Yes
- No
- DK/NA

9a. If so, what type of regulatory relief was needed? (Otherwise skip)

10. What additional information did you need/want from public sector entities to help you plan and make decisions regarding your continuity of operations?

11. Briefly describe the steps that your organization/agency took to resume, restore, and recover operational capability as the effects of the pandemic lessened in Wave II.

12. Briefly describe the steps that your organization/agency is preparing for a potential next wave of the pandemic.

13. What were the top 3 lessons that you observed during the exercise? What actions will you prioritize moving forward to update/refine your continuity plans?

Lesson 1:

Lesson 2:

Lesson 3:

Please note:

Remember to click on the submit key below AFTER you have completed the survey.

You will not be able to re-enter the survey once it has been submitted.
