

# Catastrophic Exercise (CATEX) 2016 Drill

Player Briefing

August 8, 2016



**CATEX**  
Annual Exercises  
*Getting Business Back To Business*

Powered by:



ALL HAZARDS CONSORTIUM  
INTERSTATE FLEET RESPONSE WORKING GROUP  
ECC3 EAST COAST CORRIDOR COALITION  
U.S. DEPARTMENT OF HOMELAND SECURITY  
**Homeland Security**



# Welcome

- Tom Moran
- Exercise Director
- Executive Director, All Hazards Consortium



# Agenda

9:05 – 9:10 AM	Exercise Overview
9:10 – 9:20 AM	General Information
9:20 – 9:30 AM	Post-Exercise and Evaluation Activities
9:30 – 9:50 AM	Participant Information and Guidance
9:50 – 10:00 AM	Q/A



# Player Expectations

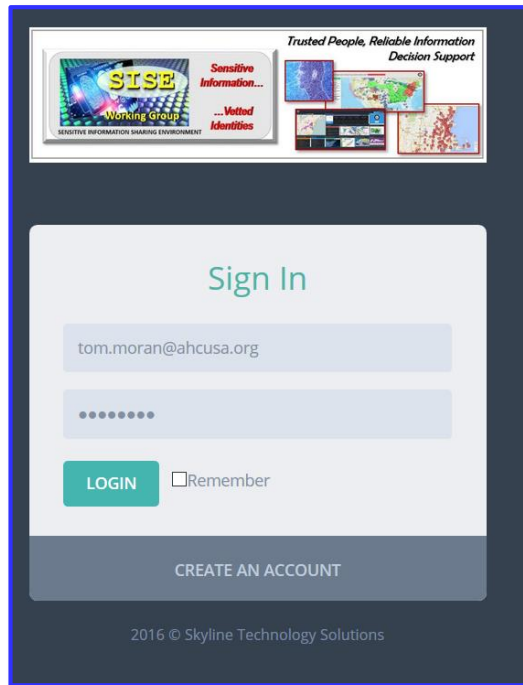
- Players will get 3-6 emails throughout the day
- Emails will provide content and link to a specific process or tool developed by private sector for power restoration / fleet movement across state lines
- Player will test tool/process and provide feedback on form
- Attend Hotwash call afterwards
- Send in feedback forms (see ExPlan)

# Pre-Drill Process At-A-Glance

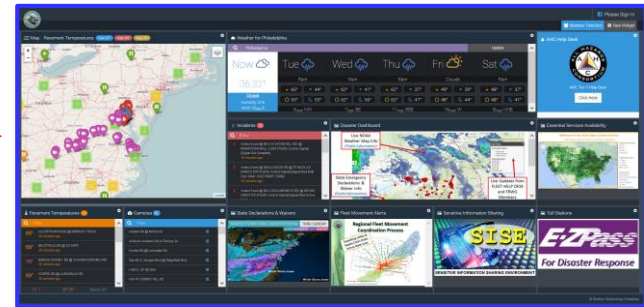
Pre-Drill



Drill  
Players



Player will register and login  
into the Fleet Response  
Working Group Portal



Fleet Response Working  
Group Portal

**NOTE: Will be testing the overall portal registration process, technology issues to be addressed, and related issues**

**Players can still participate even if they cannot log into FRWG Portal**



# Drill Process At-A-Glance

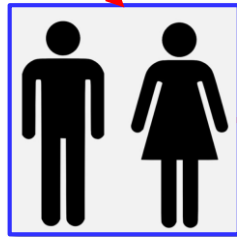
9:30am

12:00pm

2:30pm



3 to 6 Emails w/Injects Sent to Players containing information and reference links



Drill Players

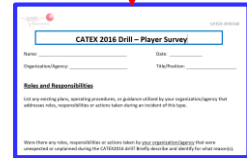
Operational Tools & Process Guidance to be Tested

CATEX 2016 Player Checklist

Player Checklist for Tool/Guidance Usage



Hotwash Call



Feedback Forms



# Purpose

The purpose of the Player Briefing is to address individual roles and responsibilities, exercise parameters, and any logistical exercise concerns or questions.



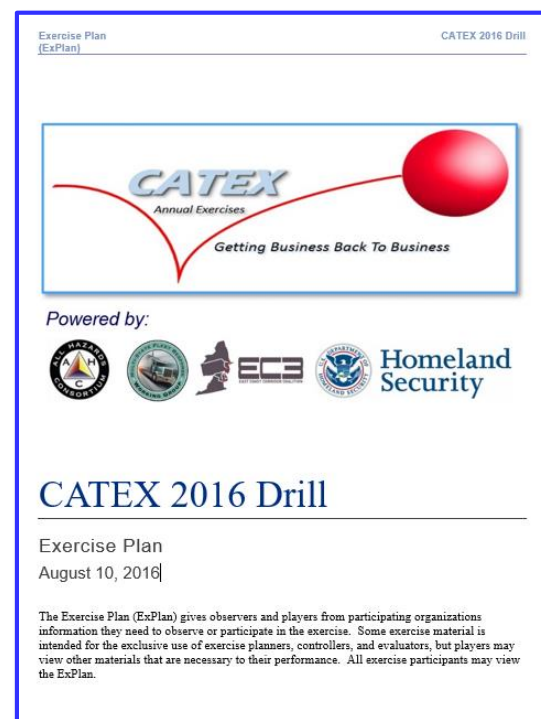
# Exercise Drill Overview

- Exercise Plan (ExPlan): Page 1

**Player Documents**



<http://www.ahcusa.org/catex-2016.html>



<http://www.ahcusa.org/catex-2016-player-documents.html>





# Scope

- Four (4)-hour drill
- Focus on awareness, application of FRWG Disaster Response Tools and Processes in support of regional electric power restoration efforts across Eastern U.S. and Canada
- Operational, not discussion-based
- Info sharing limited to communication tools normally utilized
- No assets or resources will be deployed



# Mission Areas and Core Capabilities

- Mission Areas
  - Mitigation, Response, Recovery
- Core Capabilities
  - Planning,
  - Operational Communications,
  - Operational Coordination,
  - Critical Transportation,
  - Logistics and Supply Chain Management



# Objectives

- **Evaluate** participant's functional knowledge of AHC / FRWG processes and tools
- **Stress test** key elements of the AHC / FRWG's Regional Fleet Movement Coordination Initiative process and Sensitive Information Sharing Environment (SISE) information sharing tools to determine gaps
- **Confirm** roles, responsibilities:
  - Regional Mutual Assistance Groups (RMAGs) – in electric sector
  - State, Local, and Federal Government Agencies
  - Trade Associations
  - Participating Sectors (Food/Water, Fuel, Telecom, Finance, Retail and Transportation)
  - The FRWG Program Office



# Objectives

- **Discuss** logistical challenges when initially aligning resource needs between utilities
- **Assess** overall communications, operational process efficiency and tool(s) operational effectiveness
- **Identify** strengths, areas for improvement and assign corrective actions
- **Education** on the AHC / FRWG's Fleet Movement Coordination with State's process and tools



# Scenario

- Predicted but isolated severe weather in the Mid-West turns into a regional, widespread severe storm with little to no advance notice
- The storm is projected to pass over States in the Mid-Atlantic and Northeast regions during a period of excessive heat, high temperatures, and high electrical load periods



# General Information

- ExPlan: Page 3

## GENERAL INFORMATION

### Exercise Objectives and Core Capabilities

The following exercise objectives in Table 1 describe the expected outcomes for the exercise. The objectives are linked to core capabilities, which are distinct critical elements necessary to achieve specific mission area(s).

Exercise Objective	Core Capability
Evaluate participant's functional knowledge of AHC FRWG processes and tools.	<ul style="list-style-type: none"> <li>✓ Operational Communications</li> <li>✓ Operational Coordination</li> <li>✓ Critical Transportation</li> <li>✓ Logistics and Supply Chain Management</li> </ul>
Stress test some key elements of the FRWG's Regional Fleet Movement Coordination Initiative process and Sensitive Information Sharing Environment (SISE) information sharing tools to determine gaps.	<ul style="list-style-type: none"> <li>✓ Operational Communications</li> <li>✓ Operational Coordination</li> <li>✓ Critical Transportation</li> <li>✓ Logistics and Supply Chain Management</li> </ul>
Confirm roles and responsibilities across the participating entities. <ul style="list-style-type: none"> <li>• Regional Mutual Assistance Groups (RMAGs) – in electric sector</li> <li>• State and Local Government Agencies</li> <li>• Federal and Canadian Government Agencies</li> <li>• Trade Associations</li> <li>• Participating Sectors (Food/Water, Fuel, Telecom, Finance, Retail and Transportation)</li> <li>• The Fleet Response Working Group (FRWG) Program Office</li> </ul>	<ul style="list-style-type: none"> <li>✓ Planning</li> <li>✓ Operational Communications</li> <li>✓ Operational Coordination</li> <li>✓ Critical Transportation</li> <li>✓ Logistics and Supply Chain Management</li> </ul>
Discuss logistical challenges when initially aligning resource needs between utilities.	<ul style="list-style-type: none"> <li>✓ Planning</li> <li>✓ Operational Coordination</li> <li>✓ Critical Transportation</li> <li>✓ Logistics and Supply Chain Management</li> </ul>
Assess overall communications, operational process efficiency and tool(s) operational effectiveness.	<ul style="list-style-type: none"> <li>✓ Operational Communications</li> <li>✓ Operational Coordination</li> </ul>
Identify strengths, areas for improvement and assign corrective actions.	<ul style="list-style-type: none"> <li>✓ Planning</li> <li>✓ Operational Communications</li> <li>✓ Operational Coordination</li> <li>✓ Critical Transportation</li> <li>✓ Logistics and Supply Chain Management</li> </ul>
Educate on the FRWG's Fleet Movement Coordination with State's process and tools.	<ul style="list-style-type: none"> <li>✓ Planning</li> <li>✓ Operational Communications</li> <li>✓ Operational Coordination</li> <li>✓ Critical Transportation</li> <li>✓ Logistics and Supply Chain Management</li> </ul>

Table 1. Exercise Objectives and Associated Core Capabilities



# Roles and Responsibilities

## ■ Players

- Have an active role in discussing or performing their regular roles and responsibilities during the exercise.
- Discuss or initiate actions in response to the simulated emergency.

## ■ Controllers

- Plan and manage exercise play
- Act in the roles of organizations or individuals that are not playing in the exercise from the Simulation Cell (SimCell)
- Direct the pace of the exercise, provide key data to players, and may prompt or initiate certain player actions
- Will act as Simulators to provide email injects, prompting player actions that will lead to application of technologies, services, processes, and guidance



# Roles and Responsibilities

## ■ Evaluators

- Evaluate and provide feedback on a designated functional area of the exercise
- Observe and document performance against expected actions of player application of technologies, services, processes, and guidance
- All evaluators and the evaluation of exercise activities will be performed by representing organizations

## ■ Observers

- May view information sharing segments of the exercise
- Do not play in the exercise, nor do they perform any control or evaluation functions





# Roles and Responsibilities

- **Exercise Support Staff**

- Perform administrative and logistical support tasks before, during, and after the exercise

- *The Exercise Director, controllers, evaluators, and exercise support staff will be co-located during the exercise at:*

*Skyline Technology Solutions Headquarters*

*6956-F Aviation Boulevard, Glen Burnie, MD*



# Assumptions

- Conducted in a no-fault learning environment wherein capabilities, plans, systems, and processes will be evaluated
- The exercise scenario is plausible, and events occur as they are presented
- Exercise simulation contains sufficient detail to allow players to react to information and situations as they are presented as if the simulated incident were real
- Participating organizations and agencies may need to balance exercise play with real-world emergencies; real-world emergencies take priority



# Artificialities

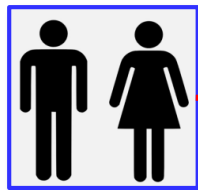
- Exercise communication and coordination is limited to participating organizations, agencies, and the SimCell
  - Exercise Participant Contact List
- Injects from the SimCell
  - Will be from [catex2016@ahcusa.org](mailto:catex2016@ahcusa.org), regardless of nonparticipating organization being simulated
  - Will not be formatted to the appearance of real-world emails received from non-participating organizations (i.e., contracted weather service, RMAG fleet movement status, state declaration notifications)
- Timeline of weather-related scenario information
  - Condensed to allow for time constraints



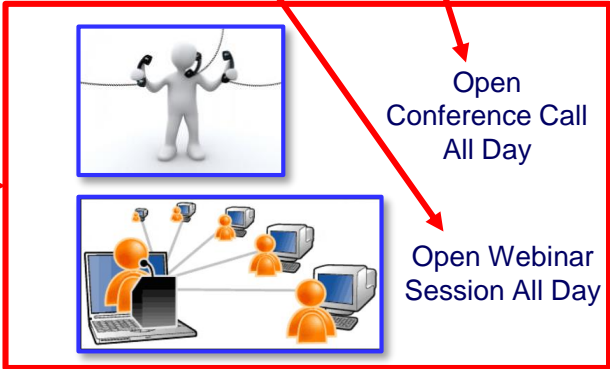
# Schedule

Time	Activity	Location
0930 – 1000	Receive Exercise Start Email	Virtual
1000 – 1145	Exercise Conduct: Phase I and II	Virtual
1145 – 1245	Lunch	N/A
1245 – 1430	Exercise Conduct: Phase II and IV	Virtual
1430 – 1450	Hot Wash	Teleconference number: 1 (712) 432-3011; PIN: 675656 Webinar link: <a href="https://attendee.gotowebinar.com/register/1674216835635625729">https://attendee.gotowebinar.com/register/1674216835635625729</a>
1450 – 1500	Next Steps & Closing Comments	

Control Cell Available



Drill Players



Exercise Control Unit

Open Conference Call All Day

Open Webinar Session All Day



# Post-Exercise and Evaluation Activities

- ExPlan: Page 7

## POST-EXERCISE AND EVALUATION ACTIVITIES

### Debriefings

Post-exercise debriefings are conducted to collect sufficient and relevant data to support effective evaluation of the exercise. Debriefings include the conduct of a Hot Wash, Controller and Evaluator Debriefing, and completion of the Player Survey, Player Checklist, and DHS Participant Feedback Form.

### Hot Wash

At the conclusion of exercise play, controllers facilitate a Hot Wash to allow players to discuss strengths and areas for improvement and evaluators to seek clarification regarding player actions and decision-making processes. All players are encouraged to attend the meeting immediately following the end of the exercise using the following information:

- **Teleconference number:** 1 (712) 432-3011
  - **PIN:** 675656
- **Webinar Link:** <https://attendee.gotowebinar.com/register/1674216835635625729>

### Controller and Evaluator Debriefing

Controllers and evaluators will attend a facilitated Controller and Evaluator Debriefing immediately following the exercise. During this debriefing, controllers and evaluators will provide an overview of their observations and discuss strengths and areas for improvement.

### Player Survey

The Player Survey provides participants with the opportunity to comment and offer input on their experience using the AHC FRWG technologies, services, processes, and guidance tested during the exercise. Information noted within the Player Survey should include as much detail as possible. Input received from this survey will be a key contributor to identifying strengths and areas for improvement. The level of detail provided in this survey greatly contributes to the success of being able to evaluate this exercise. Therefore, players should capture outcomes in this survey as the exercise progresses, instead of after the exercise ends.

Each organization or agency with multiple players may choose one point of contact to complete the form, which would include input from other players. The completed survey should be referenced when contributing to Hot Wash discussions.

The Player Survey is attached as **Appendix C** for reference. An editable version of this form will be provided by Exercise Control Cell prior to exercise. Participants are to return completed forms, following the Hot Wash, to [catex2016@ahcusa.org](mailto:catex2016@ahcusa.org).



# Debriefings

- Conducted to collect sufficient and relevant data to support effective evaluation of the exercise:
  - Hot Wash
  - Controller/Evaluator Debriefing
  - Completed Player Survey
  - Completed Player Checklist
  - Completed DHS Participant Feedback Form



# Debriefings

- Hot Wash
  - Allows players to discuss strengths and areas for improvement and evaluators to seek clarification regarding player actions
- Controller/Evaluator Debriefing
  - Overviews provided of observations, discussion of strengths and areas for improvement



# Debriefings

- Player Survey
  - Allows players to offer input on their experience using the AHC FRWG technologies, services, processes, and guidance
  - Detailed information is appreciated
- Player Checklist
  - Allows evaluators to gauge if and when your organization accessed or used technologies, services, processes, and guidance
- DHS Participant Feedback Form
  - Allows participants to comment on exercise activities and exercise design

The image shows three overlapping forms. The top form is the 'DHS/NPPD/IP/SOPD Stakeholder Readiness and Exercise Section Exercise Feedback Form'. The middle form is the 'CATEX 2016 Player Checklist', which includes a table for tracking technology usage and a section for roles and responsibilities. The bottom form is the 'CATEX 2016 Drill - Player Survey', which includes fields for name, organization, and date, and a section for describing roles and responsibilities.





# Debriefings

- Player Survey

CATEX 2016 Drill

**CATEX 2016 Drill – Player Survey**

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Organization/Agency: \_\_\_\_\_ Title/Position: \_\_\_\_\_

**Roles and Responsibilities**

List any existing plans, operating procedures, addresses roles, responsibilities or actions taken during the exercise.

Were there any roles, responsibilities or actions that were unexpected or unplanned during the CATEX exercise?

- Player Checklist

**CATEX 2016 Player Checklist**

**Instructions**  
The Player Checklist allows evaluators to gauge if and when your organization accessed or used technologies, services, processes, and guidance (e.g., GeoCollaborate Daily Dashboard, RMAG/FRWG Engagement Guidance) as the scenario is revealed through email injects received. Players should indicate which, if any, were accessed and used as an action taken resulting from information provided by the inject. The "CATEX inject number" on the email you receive will match the CATEX inject number in the Player Checklist. As examples, the inject numbers will read "0.1," "0.2," etc. Players should mark the correlating boxes with one of two options:

- "Yes" for each technology, service, process, and/or guidance accessed and used for this inject.
- "No" for each technology, service, process, and/or guidance that was not accessed or used for any reason, but probably should have been.

Note: Boxes left blank are assumed to be not applicable.

Return completed forms via email following the Hotwash to [catex2016@ahcusa.org](mailto:catex2016@ahcusa.org).

**Player's Inject Checklist**

Player Name	Company/State											
Phase	CATEX Inject #	RMAG E-mail Reminder Process	Storm Central Website	GeoCollaborate Daily Dashboard Website	Regional GeoCollaborate Facilitated Session	US/Canadian Border Crossing Process Guide	Regional Fleet Movement Coordination with States Process Guide	RMAG/FRWG Engagement Guidance	SISE Registration Process and Dashboard	Fleet Open/Close Service	Multi-State Fleet Response Working Group Disaster Response Tools	
0	0											
	0.1											
	0.2											
	1											
	1.1											
	1.2											
	1.3											
1												

- DHS Participant Feedback Form

**Homeland Security**

DHS/NPPD/IP/SOPD Stakeholder Readiness and Exercise Section

**Exercise Feedback Form**

Name: \_\_\_\_\_ Organization/Company Name: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_ Date of Exercise: \_\_\_\_\_

Exercise Name: \_\_\_\_\_

What classification best describes your organization?

Private Sector  State/Local Govt  Tribal  Territorial

Federal Govt

Other \_\_\_\_\_

Have you implemented any of the action items identified from the exercise?

Yes  No  Planning to Implement

What were you most satisfied with?

\_\_\_\_\_

What were you least satisfied with?

\_\_\_\_\_

Did our product or service meet your expectations?

Yes  No \_\_\_\_\_

Additional comments

\_\_\_\_\_



# Evaluation

- After Action Report (AAR)
  - Summarizes key information related to evaluation
  - Focuses on the analysis of information sharing tools and guidance, including the identification of strengths and areas for improvement
- After Action Meeting (AAM)
  - Held with Lead Evaluator and members of the EPT to debrief the exercise, and review / refine the draft AAR

# Participant Information and Guidance

- ExPlan: Page 9

## ▲ PARTICIPANT INFORMATION AND GUIDANCE

### Exercise Rules

The following general rules govern exercise play:

- Exercise players will comply with real-world processes and procedures, unless otherwise instructed by the control staff.
- All communications (e-mail and telephone) during the exercise will begin and end with the statement “This is an exercise.”

### Players Instructions

Players should follow the guidelines in the below section to ensure the exercise is effective.

#### Before the Exercise

1. Register to attend the exercise by 4:00 pm ET, Friday, August 5, 2016 using the following link:  
<http://events.constantcontact.com/register/event?llr=zbu8kubab&oeidk=a07ecveqe520d43370c>
2. Register to receive SISE (Sensitive Information Sharing Environment) tool access permissions by 4:00 pm ET, Friday, August 5, 2016 using the following process:
  - a. Link to the SISE Portal Webpage at: [www.siseusa.org](http://www.siseusa.org).

#### First Time SISE Users:

1. CLICK on above link to create your personal SISE account.
2. Fill in the information on ~~webform~~ [webform](#).
  - a. Choose a sponsor from the “pull down menu”.
3. You should get an email within 24 hours once you are approved by your sponsor (check your SPAM filters too).
4. Once approved, return to SISE Portal and log in using your email, password and cell phone.
  - a. You will get a cell phone text message each time you log in in order for SISE portal to validate your identity.

#### For Registered SISE Users:

- Simply go to SISE Portal webpage and log in using your email, password, and mobile number.

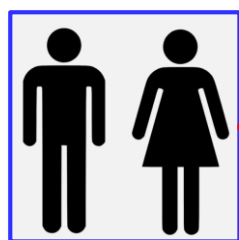


# Exercise Rules

- Use real-world processes and procedures, unless otherwise instructed by the exercise controllers
- All communications (e-mail and telephone) during the exercise will begin and end with the statement **“This is an exercise”**

# Player Instructions

- Before exercise start at 10:00 AM
  - Receive Exercise Start email from **catex2016@ahcusa.org**
  - Receive DHS Exercise Participant Feedback Form from **SOPD.Exercise@hq.dhs.gov**
  - Contact Exercise Control immediately if emails are not received
    - Teleconference number: 1 (712) 432-3011, PIN: 675656
    - Webinar Link: <https://attendee.gotowebinar.com/register/1674216835635625729>



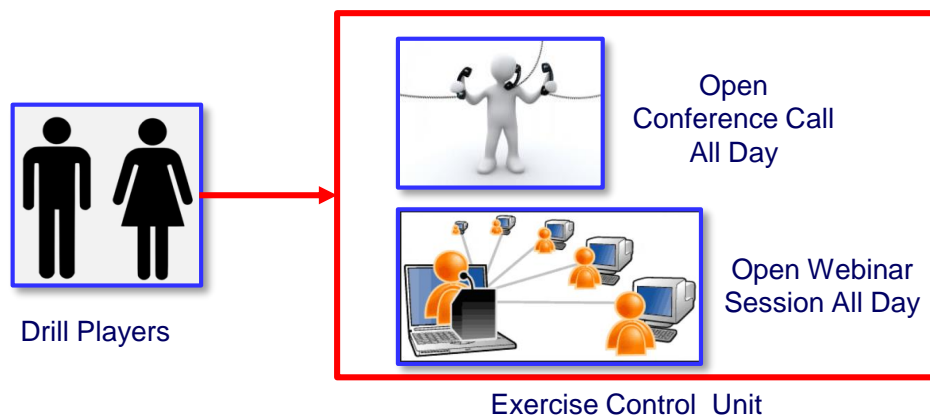
Drill Players



Exercise Control Unit

# Player Instructions

- During the exercise
  - Contact Exercise Control Cell and SimCell, as needed:
    - If you have questions about player instructions or if you are uncertain about an organization's participation in an exercise
    - If you have a real-world emergency and are unable to continue with exercise play
    - If information is needed from a non-participating organization or agency





# Player Instructions

- During the exercise
  - Copy [catex2016@ahcusa.org](mailto:catex2016@ahcusa.org) on all email communications. This procedure will assist with exercise control and evaluation



# Player Instructions

- During the exercise
  - Capture information in debriefing materials:
    - Player Survey (sent from AHC)
    - Player Checklist (sent from AHC)
    - DHS Participant Feedback Form (sent from DHS)
  
- After the exercise
  - Receive Exercise End email
  - Participate in the Hot Wash
  - Email completed debriefing materials to [catex2016@ahcusa.org](mailto:catex2016@ahcusa.org)
  - Email completed DHS Participant Feedback Form to [SOPD.Exercise@hq.dhs.gov](mailto:SOPD.Exercise@hq.dhs.gov)





# Appendices

- Exercise Schedule
- References
- Player Survey
- Player Checklist
- Participating Organizations
- Acronyms



# Questions?

**CATEX**  
Annual Exercises  
*Getting Business Back To Business*

Powered by:

- AHC CONSORTIUM
- MARITIME FLEET RESPONSE WORKING GROUP
- ECC EAST COAST CORRIDOR COALITION
- U.S. DEPARTMENT OF HOMELAND SECURITY

