

Exercise ILL WIND



General Information

- Provide a process for LVCiL to validate emergency plans, policies, and procedures in a no fault, non-attribution environment.
- Evaluate individual capabilities, multiple functions, and/or activities within a function or interdependent groups of functions.
- Provide a process for participants to share best practices and lessons learned.



Assumptions

- In any exercise, assumptions and artificialities may be necessary to complete play in the time allotted and/or account for logistical limitations. Exercise participants should accept that assumptions and artificialities are inherent in any exercise, and should not allow these considerations to negatively impact their participation.



Scope

- The exercise is limited to a test of LVCiL's Continuity of Operations and Reconstitution Plans.
- Individual personnel are not being tested.
- This exercise is a tabletop exercise, and exercise play is limited to a facilitated discussion with the panel members.



Inject #1

- The first arriving employee opens the door and meets the overwhelming smell of raw sewage. Upon investigation, a broken sewer pipe is discovered in the basement with raw sewage on the floor.



Questions

- Who will be contacted? (Include internal offices/external agencies)
- What is the impact of this event to both your operation and any consumers that might be coming in?
- What actions are required by your emergency plan?
- Are there scripted messages already created for the known hazards that may affect your office?



Questions

- Do you have a checklist or job aid to assist employees in ensuring that all relocation tasks are accomplished?
- What plans or agreements do you have to use alternative office space in the event you cannot use your building?
- Are employees trained in the procedures listed in your emergency plan?
- How will you communicate with your employees and let them know you will not be open today?



Questions

- What will happen to the employees who show up for work, not knowing about the emergency in the building?
- How will you communicate with your consumers and let them know you will not be open today?
- Is there a telework capability? Can your IT system support all the employees who will be teleworking simultaneously?



Inject #2

- The building owner's property management company lets you know that you will not be able to occupy the building for one week as the mess is cleaned and the building repaired. Leadership convenes a meeting to discuss impacts of the scenario and what actions need to be taken.



Questions

- Who will attend the meeting, by job title?
- What are the impacts to your organization?
- How will each division/unit continue to operate without use of the building?
- How will you contact delivery services, USPS, FedEx, UPS, and where will you receive packages and mail?



Questions

- How will you handle consumers with appointments scheduled during the week?
- How will you handle consumers who show up at the building without appointments requesting services?
- Do you have employees whose job will not need to be performed during the week the building is closed?
- If so, will they be paid?



Questions

- Can you process payroll without access to the building?
- Are there vital paper business records in the building that can be potentially damaged by a building emergency?
- Is there a backup for IT in the event there is damage to the server?
- How will purchasing/procurement function and approve emergency purchases and expenses for this emergency without access to the building?



Questions

- Do you have access to an emergency fund to pay for emergency needs if purchasing/procurement is not able to function?
- How will you access consumer or business records if the server is down?
- If the cleanup takes longer than expected what long term relocation plans do you have and how will they be implemented.



Inject #3

- The property owner's representative notifies you that cleanup is complete and you will be able to reoccupy the building tomorrow.



Questions

- What verification will you request from the property owner to ensure that the facility is clean and sanitary?
- How will you transition employees from alternative work sites back to the building while still maintaining services?



Questions

- Some employees are complaining of smelling raw sewage in the building, how will you assure them the building is clean and sanitary?
- Is there a reconstitution checklist or job aid to ensure the staff completes all tasks needed to reoccupy the building?



Questions

- How will the different departments and employees update business and consumer records to ensure continuity of the records during the time you were out of the building or without server access?



Hotwash

- 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.

