



CRISIS FORESIGHT

OPTIMISING THE VIRTUAL CRISIS MANAGEMENT ENVIRONMENT TO SUPPORT CRISIS AND EMERGENCY MANAGEMENT & BUSINESS CONTINUITY

The Challenge

- In any given working day, companies seldom have key management collocated.
- Two-thirds of crises happen after business hours.
- The contribution of senior managers to resolving a crisis or emergency cannot be limited by their geographic location.
- To that end an ability for crisis and emergency management teams to operate in a virtual crisis management environment (VCME) (while under pressure) is a necessity.

The Solution

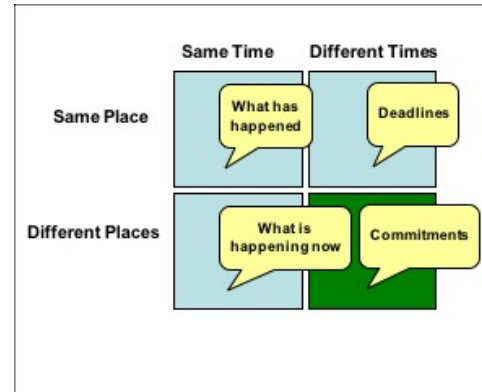
- Companies must optimize IT and communications (ITC) in order to leverage both the physical and the virtual CMT and EMT rooms.
- There is an array of ITC that provide an enhanced ability to collaborate in real time through shared information, team logs and reports.
- Workflows do not need to change, But physical rooms must best optimize displays of e-information to support workflows. There must be training of *e-log* keepers and enforcing of *e-discipline* across all team members to be successful in a VCME.

Rollout of e-Capability (VCME)

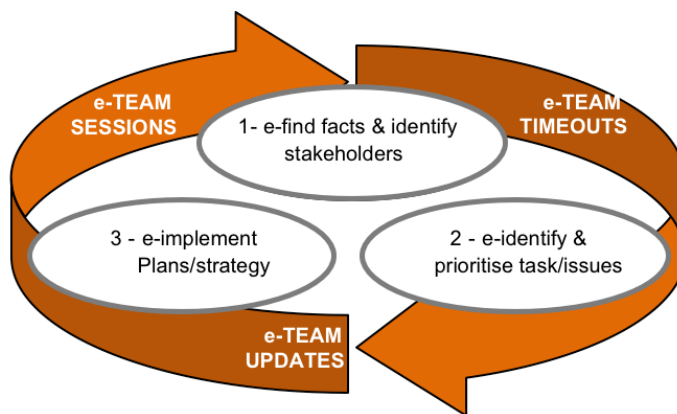
- With the VCME in place, ensure hands-on workshops for all CMT/ EMT members to prove the human-system interface. Collaboration commences from notification and continues from anywhere in the world until the declared end of the event.
- Our workshops often require some modifications to the onsite and offsite CMT and EMT rooms to empower them as *digital war rooms*.

When in a VCME

- Discipline and structure must be led and embraced by all team members.
- Ineffective procedures for sharing critical information include failure to display them in a conspicuous and timely manner, failure to update, and the failure of decision makers to recognize when information requirements have been answered.
- The e-log is a written chronological record of all activities and may be used as evidence at any future enquiry. e-logs contain a record of events, decisions and processes and may become a legal document subject to external investigations.



- Hence, e-log keepers must have a clear understanding of their duties and responsibilities and be frequently practiced in their ability to accurately record the e-team's interaction with multiple stakeholders (simultaneously).
- In overcoming the challenges of *information overload*, e-log keepers must understand the team workflow, decision-making and problem-solving process and how to optimize information tools in recording and prioritizing information.
- To handle, prioritize and record information from multiple stakeholders simultaneously e-log keepers must use a well-practiced format so they can multitask: that is listen or read multiple virtual conversations, sift, prioritize and record the critical information.



Need More?

Get in touch with us, including for our information on Virtual Crisis Management Environments (VCME) at info@mettle.global

About Us

Since 2001, Mettle Crisis Leaders have been a specialist crisis and emergency management, business continuity, risk and leadership consultancy. We are recognized market leaders in the delivery of risk and resilience solutions.

Our Partners are ex Special Air Service (SAS) Officers, now armed with MBAs. We understand risk and can correctly contextualise it to the contemporary stressors in your operating environment.

In 2019 we delivered 175 projects in 23 countries. We assist clients to achieve increased resilience, from the Control Room to the Boardroom.

