



**Water Security Management  
Assessment, Research & Technology**

**REF: Crisis Management Training (CMT) Taskforce**

Revised April 30, 2012

**Target Objectives**

The agenda of the Crisis Management Training (CMT) Taskforce is focused on the following objectives:

- Development of a coordinated plan of Crisis Management Training (CMT) Exercises for water security & emergency response training to be conducted on a yearly basis by W-SMART and AMWA member utilities. The program, to be facilitated by W-SMART, will involve CMT exercises designed with respect to reference scenarios which are jointly identified. It will allow and promote the participation of W-SMART and AMWA members as observers in exercises conducted by their peers for shared assessment of the current practice and of the guidelines presently used for training managers, planning the exercises, as well as for their execution and assessment.
- Benchmarking assessment methodology for planning, execution, and evaluation of water security emergency drills and development of training guidelines for managers, based upon the observers' briefing reports. This will involve assessment of best practices and development of guiding principles for training managers for planning, execution, assessment, and debriefing of emergency exercises.
- Exploring the rationale, benefits, risks, scope and feasibility of developing guidelines for an integrated algorithm of decision support tools for managers during crisis events. This will include identifying characteristics of emergency situations in water quality and security, developing an international database of incident management records, outlining the requirements for such tools, and evaluating algorithms that are currently used to support assessment of emergency situations and operational decisions of emergency response and mitigation measures.

**Scope:**

In order to accomplish these objectives the Work-plan of the Taskforce includes the following steps:

- Establishing a coordinated plan of CMT Exercises with reference scenarios and benchmarking assessment methodology – in order to accomplish this task objectives specific proposals will be developed, based upon the reference scenarios identified by the members, and will be shared with the members of W-SMART and AMWA.
- Coordinating the CMT Exercises to be conducted by the participating member utilities - The member utilities will share selected relevant information regarding the purpose, organization, and constraints of their planned exercises using the W-SMART site in the WaterISAC information system. W-SMART experts will work together with WaterISAC experts to develop a users' friendly information sharing page for this purpose.
- Supporting the participation of W-SMART and AMWA members as observers in the exercises conducted by their peers - Procedures for participation as observers in the exercises, including confidentiality policies, will be facilitated by W-SMART using the WaterISAC information system and coordinated by Diane VanDe Hei and Ilan Juran. It is expected that the observers will have the opportunity to have access to the local experts and resources for in-depth discussion of the

purpose, planning, execution, debriefing and assessment measures, and post exercise meeting with the manager of the Exercise for insightful assessment and recommendations.

- The Observers' Introductory & Debriefing Review Meetings – Following a mutually agreed upon protocol the Observers will have an introductory meeting and a debriefing review meeting with the manager(s) of the exercise. The Introductory meeting will focus on the purpose, planning guidelines, and assessment measures. The debriefing review meeting will focus on the execution, results, lesson learned, and assessment of current practice. Pending upon the interest of the hosting utility the Observers may share their observations and experience with the manager(s) of the exercise during a Debriefing session.
- Observer's Report - Following the security emergency exercise and the communication of the debriefing report by its manager(s) each observer will prepare a brief observer's report sharing his/her observations regarding the current practice used for the planning, execution, assessment, and debriefing of the conclusions of the exercise. This report will be discussed in details with the manager(s) of the exercise and any communication to W-SMART and AMWA members will be subject to the decision of the manager(s).
- Observers' Recommendations - A jointly prepared Observers' Report will briefly outline assessment of lessons learned and recommendations for:
  - Benchmarking assessment methodology for planning and evaluation of water security emergency drills
  - Improvement of the process of participation of W-SMART and AMWA members as observers in the exercises conducted by their peers
  - Other relevant issues and comments / suggestions to meet the taskforce target objectives
- Preparation of an Executive Summary Report – This report will briefly summarize the observations, lessons learned, and recommendations of the Observers. It will also outline recommendation for:
  - Target objectives and improvement of the coordination process and of the work to be conducted by the observers to meet these objectives
  - Guiding principles for training managers in water supply security training, planning, execution, assessment and debriefing of emergency exercises,
  - Rationale, scope and feasibility of developing guidelines for an integrated algorithm of decision support tools for managers during crisis events, and
  - Other Issues for comments and suggestions

We would greatly appreciate if you could review this work-plan and provide us with your comments and suggestions at your earliest convenience.

With our best regards,



Eric Adamse  
Chair, W-SMART Taskforce



Bruno NGUYEN  
President, W-SMART



Dr. Ilan JURAN  
Executive Director, W-SMART

Cc : Diane VanDe Hei, Executive Director, AMWA