



# OSQAR<sup>2</sup> Incident Management



## OSQAR<sup>2</sup> for Incident Management

“Incident management is a term that describes the activities of an organization to identify, analyze, and correct hazards to prevent a future re-occurrence of an incident. An incident is an event that could lead to loss of, or disruption to, an organization's operations, services or functions. It may also involve a loss of reputation. If not managed effectively an incident can escalate into an emergency, crisis or a disaster. Incident Management is therefore the process of limiting the potential disruption caused by such an event, followed by a return to business as usual.”



The customisable **OSQAR<sup>2</sup>** dashboard gives access to incident management tools allowing you to carry out real-time or post event assessments of your incident control and management capabilities and then analyse the results.

This can lead to the development of an action plan which will be monitored to ensure an effective and timely resolution of issues with the aim of preventing re-occurrence or, where this is not possible, improving performance.

### Following a major flooding incident in the North East of England in 2012 this is what Tyne and Wear Fire and Rescue Service stated:

“...we caught our breath and took stock of what had occurred. There was general agreement all round that we had coped well with the demands placed upon us, especially in light of the limited warning we received. However, when we had time to reflect we realised that there were a number of lessons to be learned. This was confirmed when, as per our procedures, we asked operational crews and all others involved to complete debrief forms. All the issues raised on the debrief forms were collated and recorded onto a performance and review report within our Operational Assurance Database (**OSQAR<sup>2</sup>**). The database is not only used to record the issues, but to record the action plans, who is responsible for implementing these plans and timescales for completion. In addition to operational matters being recorded on the report, those involving business continuity were also included. All the issues were then used to form the agenda for an internal debrief... a regional debrief was also hosted by our service to discuss the national impact of these unprecedented events. The results of this debrief will be shared amongst other fire and rescue services nationally.” *Steve Anderson is Group Manager, Contingencies and Special Projects, Tyne and Wear Fire and Rescue Service. Fire Magazine January 2013*

