

After-Action Reviews with the First Responder Network Authority



What is an After-Action Review (AAR)?

An AAR is a structured review or debriefing process for analyzing what happened, why it happened, and how the participants and those responsible for an event or response may be able to do it better. We will conduct an AAR to analyze successes and challenges related to an event or incident where the FirstNet network was used.

Why is it helpful to conduct an AAR?

The AAR is a key information-gathering initiative by the First Responder Network Authority (FirstNet Authority). When your agency uses FirstNet during an event or incident, we're interested in hearing about, and learning from, your observations, experiences, activities, successes, and challenges.

The discussions help us understand the user's perspective about:

- How the FirstNet Authority and AT&T communicated with and supported your agency
- How the FirstNet network and equipment is performing
- What public safety knows about the services and resources they are receiving

The FirstNet Authority will collect those experiences into a meeting summary that will be shared with your agency. This document can provide an opportunity to assess what happened during the event or incident, including what went well and what could help improve communication planning and usage within your agency. The FirstNet Authority will use the report to inform our own operations, and we will share information with AT&T, when appropriate, to provide further insights into FirstNet users' experience.

How will the FirstNet Authority work with your agency?

We will coordinate with your agency to schedule and lead a discussion about public safety broadband successes and challenges related to the planning, operations, logistics, and technology utilized by responders during the event or incident. These findings can help your agency continue to enhance its broadband communications capabilities and more efficiently respond to future events and incidents.

Our facilitators will help your team:

- Discuss and understand what happened at the event or incident
- Compare plans with what actually occurred
- Deepen your understanding of FirstNet's capabilities and services
- Emphasize a learning environment and underscore the value of feedback

Interested in conducting an After-Action Review?

To learn more, contact:
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