



VIRTUAL TABLE-TOP EXERCISE

EXCLUSIVE TO AUCSO MEMBERS

Tuesday 7th December 2021
1.00 - 4.00pm GMT

» **REGISTRATION**

In partnership with:

www.deltar-consultants.com/deltar-strategic/



As we move into a post-Covid-19 world, the single question that every organisation is asking themselves is **‘WHAT DOES RISK AND CRISIS MANAGEMENT MEAN TODAY?’**.

If there is anything that Covid has taught us, as well as the myriad other crises events that we have seen over recent months, it is that the world we are living in is chaotic and unstable, and we are never more than one phone call away from being thrown into a crisis event.

Writing this in October 2021 recent events have brought us the images of ‘unprecedented’ snow storms hitting Houston, Texas, the fourth largest city in the US and in two days taking it off-grid. We have seen global supply chain disruptions (Suez canal closure), major fuel disruption (ransomware attacks on US pipelines), water system attacks (Florida), ATM failures (Australia), IT connectivity (undersea cables connecting Africa and Europe), global social media failures (Facebook), heat waves causing hundreds of deaths (Canada) and of course, the ever-present fear of a high-impact terrorist attack.

Whilst there is little we can do to prevent many of these events happening, what we can control is how effectively we can create a sensitivity to the environment we are operating in, how we can communicate information quickly and efficiently between multiple stakeholders in our networks and, if necessary, how we can create an incident, emergency or crisis management response in the midst of what might be highly disruptive events.

Whatever the organisation, whether it is a government agency, critical national infrastructure, a global corporation or a hospital, university campus or shopping centre, there will be exactly the same range of challenges, each of which can easily become a high-likelihood failure point.

The Deltar Strategic VTTX (Virtual Table-Top Exercise) platform has been developed to allow you, whatever organisation or risk environment you are operating in, to exercise, test and validate your own security, risk and crisis management protocols in ways that are realistic, controllable and allow you to gain the maximum amount of benefit from the programmes.



THE DELTAR STRATEGIC

CAMPUS INCIDENT

VTTX

PROGRAMME

This programme has been developed specifically for the campus security sector, and allows any organisation to exercise, test and validate their own risk and crisis management across multiple stakeholders.

Scenarios are realistic and immediately applicable to any organisation, ranging from simple security-related interactions, incident responses and escalating up to high-level events that can include a combination of incidents that would be possible or likely within a campus environment.



THE SCENARIO

The scenario can be adapted to fit your own organisation and risk register. It can be as simple or as complex as you wish, with one stand-alone event or multiple parallel scenarios. It can be limited to a single responding team, or multiple teams within a single organisation, or multiple organisations and agencies.

It revolves around an incident at a campus site with potential casualties. The incident requires work within the campus team and can be scaled to involve different agencies to understand the impact and priority of response actions.

The scenario can be run in real time from start to finish or can incorporate time-outs to review the situation and decisions made. While it can be broken down in a developing situation and response phase, these stages can be re-run, trying out different approaches and exploring what the different outcomes might look like.

The scenario is built around the four requirements of strategic management, which are:

- 1) Making sense of what happened**
- 2) Making sense of what that means**
- 3) Developing a plan**
- 4) Sharing information with all relevant stakeholders**

To allow participants to ensure a common operating picture and situational awareness across all responding agencies, pre-planned injects can be introduced at any time, and new injects can be created to respond to unexpected developments within the scenario.



THE EXERCISE

The exercise is run as a real-time communication network between multiple participants.

The platform is set up to recreate your own email and social networking platforms, making it both highly realistic and intuitively easy to use.

The exercise can run from a standard status starting position, and then proceed through a series of pre-planned events that allow an event narrative to be developed.

Roles and responsibilities can be created to reflect your own organisation's management structures, and the scenario can also incorporate represented players controlled by the Deltar Strategic team allowing you to interact with, for example, local authorities, emergency services and local and national press, without taking your own people away from their roles.

The simulation can also integrate players from outside your organisation, if you would like to invite external agencies or partners to participate in the simulation.





POST-EXERCISE DEBRIEF

Time is always built into the VTTX programme to allow for a debrief with all participants.

This allows real-time lessons to be captured based on feelings of people who have been immersed in a realistic response scenario.



ANALYTICS

As well as the experience of participating in the simulation itself, it is the post-exercise analytics that often have the most value for an organisation.

The back-end analytics programme captures every action and interaction throughout the exercise and renders that in an immediately available series of graphic representations.

That includes:

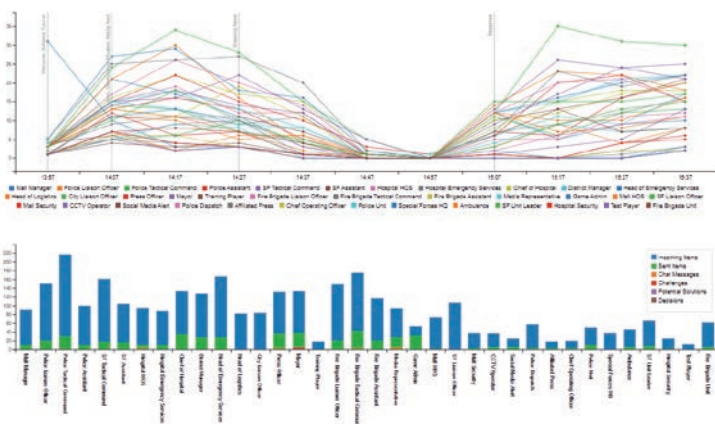
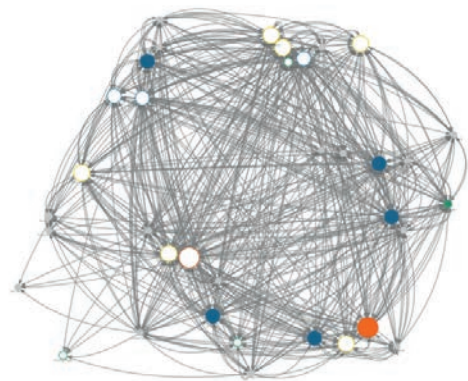
- Records of every message each participant has sent or received
- The people they have interacted with
- The level of influence they have had on others within the simulation
- Pressure maps capturing how intensively they have been involved in a scenario, and at what point the levels of communication can be considered to be overwhelming.



SUPPORT

The simulation can be part of a continuing programme to closely monitor the development and implementation of an organisation's risk and crisis plan with regular exercises followed by a performance evaluation and lessons learned.

Such a programme can be run by Deltar Strategic or licensed to an organisation with a fully developed support structure. This will allow you to continuously build on existing simulations to provide continuous training and to develop a robust and effective resilient organisational structure.



MESSAGE FROM LES ALLAN, AUCSO CHAIRMAN



We are delighted to present this Virtual Table Top Exercise (VTTX) for AUCSO members. This exciting virtual exercise has been developed to support collaboration within our membership and to share experience.

A small task group from the AUCSO Executive has worked with Deltar Strategic to customise this pilot exercise to a campus environment. This first exercise will focus on a fast paced major crisis incident on a campus and the scenario will involve role play from the participants, similar to that of a war game situation.

To ensure maximum impact and engagement for our membership we are restricting registration for this exercise to 50 participants. We will allocate one place per member institution up to the maximum number, so please register as soon as possible to give us time to allocate individual roles to participants.

The exercise will be focused around an active threat type incident manifesting on a campus and role players will mostly be simulating your security team and how they deal with the initial stages of a developing incident of that nature. This is not a full business continuity planning exercise, it is a fast paced evolving crisis situation which can manifest at any time, and will test the role players' capacity to adapt and cope with the situation as it develops in real time.

If this first VTTX is a success we hope to roll out a regular programme of exercises exclusive to AUCSO members and will vary the scenarios and participants each time. We can also extend the profile of participation to include staff from other disciplines in our institutions. By doing this we can build a portfolio of virtual exercises which enhances our professionalism and resilience.

This pilot VTTX is funded by AUCSO and is free to participate for AUCSO members. Future exercises may necessitate a small fee from participants to cover costs.

Please note that this pilot VTTX is exclusive to AUCSO membership.

ABOUT DELTAR CONSULTANTS

Deltar Consultants has developed a reputation as a world-leader in all aspects of critical capability development involving risk and crisis management. Deltar has worked with government agencies, security ministries, global financial institutions, multi-national corporations, critical national infrastructures, trans-national transport agencies and global sporting events to develop an understanding of what exactly happens during large-scale crisis events, and how an organisation can best prepare itself to deal with them. Deltar's experience in working with clients in Europe, Asia, Africa and the Middle East means that we have a deep insight into the realities of security, risk and crisis management issues, and can develop a framework that can be adapted to the specific needs of each and every participant in our programmes.

Deltar's training programmes have been endorsed by some of the largest organisations the world, and the fact that both Emirates Group Security and the International Federation of Red Cross / Red Crescent Societies have publically adopted our programmes gives an idea of their power and applicability.

A MESSAGE FROM DR DAVID RUBENS, DELTAR CONSULTANTS CEO



For any risk manager, whatever environment they are operating in, the possibility of being involved in a crisis event is part of the reality of our post-Covid world. Crisis events are by their very nature rare, sudden and shocking. They will test the capabilities of both the individuals and the organisations beyond anything that they have been involved in before. It is often hard to see what individual security managers can do to prevent those situations happening, and to respond effectively and appropriately in the event that such a terrible incident was to occur. And yet, whilst the vast majority of crises events incidents are intrinsically destructive and chaotic, they are not random. When seen as a class of event, there are clear lessons that can be learned, and that can be utilised by any organisation when modelling, planning and preparing crisis response and management programmes.

There are, unfortunately, no magic solutions to crisis management. It will come as no surprise that what is needed is not something that is unique and highly complex, but an ability to deliver solutions that are based in fundamental security and risk management principles. In this sense, rather than crisis management being something separate from standard security management protocols, it is more likely to be an enhancement of them. This will not only increase the likelihood of responding effectively to incidents before they can escalate into full-blown crisis events – but will have beneficial impacts across the entirety of the security management framework. The Deltar Strategic simulations are based on lessons learned from multiple events across the world, and yet the principles discussed will be immediately applicable to anyone, however large or small their area of responsibility, however simple or complex their organisation or however high-threat or benign the environment that they are operating in. Crises, in all of their myriad forms, are part of the reality that we are operating in today.

The Deltar Strategic VTTX platform has been designed to give you the opportunity to exercise, test and validate your crisis response protocols in a realistic way. It carries the overarching objective that it will give you a greater understanding of the challenges you face, the solutions you can provide and the impact that effective leadership will have on every aspect of your strategic risk and crisis management capabilities. All of which will maximise your ability to maintain the safety, security and well-being of your organisations and of all those around you, whatever the nature of the threat that you are facing.

David has been involved in security consultancy since 1992. He completed his MSc in Security and Risk Management at Scarman Institute, Leicester University (2006), writing his Masters Thesis on “‘War on Terror’ and ‘Crime Prevention’: Competing Strategies in the 21st Century”. He was a Visiting Lecturer and Dissertation Supervisor (2006-’12) on the Leicester University ‘Security, Policing and Terrorism’ MSc programme, and a Visiting Lecturer (2010-’11) on the Strategic Leadership Programme at Cranfield University, where he specialised in terrorism and public policy, and strategic management of large-scale, complex operations. He completed his Doctorate in Security and Risk Management at University of Portsmouth (2016), writing his thesis on strategic management and critical decision-making in hyper-complex crisis environments. He is currently a Visiting Lecturer on the Masters programme in International Security Management at the Berlin School of Economics and Law. In 2019 he was voted IFSEC Global Influencer of the Year in the Security Thought Leadership category.

Find out more by visiting

 **WWW.DELTAR-CONSULTANTS.COM/DELTAR-STRATEGIC/**

Get in touch for more information or book a demo?

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