



## The Litaker Group Contingency Management Division • Case Study

### Assessing the Emergency Preparedness of a Major United States University

**Background:** In April 2007, an undergraduate student at Virginia Polytechnic Institute and State University in Blacksburg, Virginia shot and killed 32 students and faculty, wounded 17 more, and then killed himself.

This horrific incident prompted the leadership at many major academic institutions and universities to review their emergency and crisis management plans.

**Client Needs:** A major university in the United States required a consulting firm to: (1) review its existing emergency management plan; (2) suggest improvements to this plan in order to keep it consistent with the Incident Command System; (3) provide training on both the Incident Command System and a new, updated university emergency response team plan; and (4) validate the updated plan with a tabletop exercise.

This project required a company with demonstrated experience in emergency management in academic settings. Staff from our contingency management consulting division teamed with another consulting organization to support this project.

**Services Rendered:** Members of our contingency management consulting division spent several weeks analyzing the university's existing emergency management structure and interviewing the university's leadership. The contingency management consulting division presented findings in a concise report that included recommendations for program improvement.


Once the university implemented the recommendations, our contingency management consulting division developed a two-day-long training program to guide university responders in their roles. The training concluded with a tabletop exercise that included a scenario in which an active shooter was on campus.

**Results:** As a result of recommendations made by our contingency management consulting division, the university developed a strong emergency management program. Participants of the training and tabletop exercise felt their time was well spent and now better understand their roles within the university's emergency management program.

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