

Triggered Events (Int and Ext)

TRIGGER

Process

Damage / Incident Response

Documentation

Damage as resulting isolated occurrence, object on display sudden, causes some change to object, or perceptible change

Report of damage to cons

Examine

Damage Report from ? Email or document

Categorise

Incident Report, Scene Documentation and images

Consult existing documentation

hygro charts; HVAC alarm records, etc

Database

Assess

Condition Report

Notification

Public Relations

Email, document, check list

Negotiation, Communication, Verification

Potential exit

Ok?

Response and Schedule?

Non Immediate

Immediate

In place response

None

Exits flow

Move

Bring supplies, materials to approved work space

Notification of Removal

Treat

Treatment Report, Imaging, database,

Document

Email, Incident response report?

Report and Communicate to Stakeholders

Re intergrate in exhibition display

Post Mortem - Future Damage Prevention

Recommendations

Lessons Learned Report

Disaster Plan Collection Database COOP - Continuity of Operation Plan

Chain of Notification / Call Tree - Curator, Registrar, security, maintenance, insurance, adjustor, director, external institution. Lender, Owner?

Budget Urgency, Severity

Movement

Treatment In-Situ Work

Stakeholders - curators, directors, lenders etc may prompt

Monitoring - Environmental or Other

GROUP 1 1/3 DAMAGE

ISOLATED OCCURRENCE

OBJECT ON DISPLAY, STORAGE, ...

SUDDEN.

CAUSES SOME NEG. CHANGE TO OBJECT.

OR PERCEPTIBLE CHANGE.

REPORT OF DAMAGE TO CONS.

INCIDENT REPORTS

FORMS, PHONECALLS (PAPER, VOICE ELECTRONIC)

STILL PHOTOS DIGITAL, HARD COPY

QUICK

CONSULT BESTING DOCUMENTATION

EXAMINE, CATEGORIZE, ASSESS.

NO NEED FOR URGENT REMEDIAL ACTION

IMMEDIATE RESPONSE (VARIABLE SPEED)

URGENT NEED FOR ACTION

MINOR DAMAGE (EG SCRATCH)

DOCUMENT

TREA PROPOSAL

DECISION ON MOVING OBJECT OR NOT.

REPORTING AND COMMUNIC. TO STAKEHOLDERS

WORK SCHEDULE SOFTWARE.

TREATMENT REPORT.

DOCUMENTS (PAPER, ELECTRONIC) NOTES

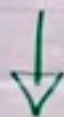
NEGOTIATE RESPONSE WITH STAKEHOLDERS

NOTIFICATION OF REMOVAL OF OBJECT.

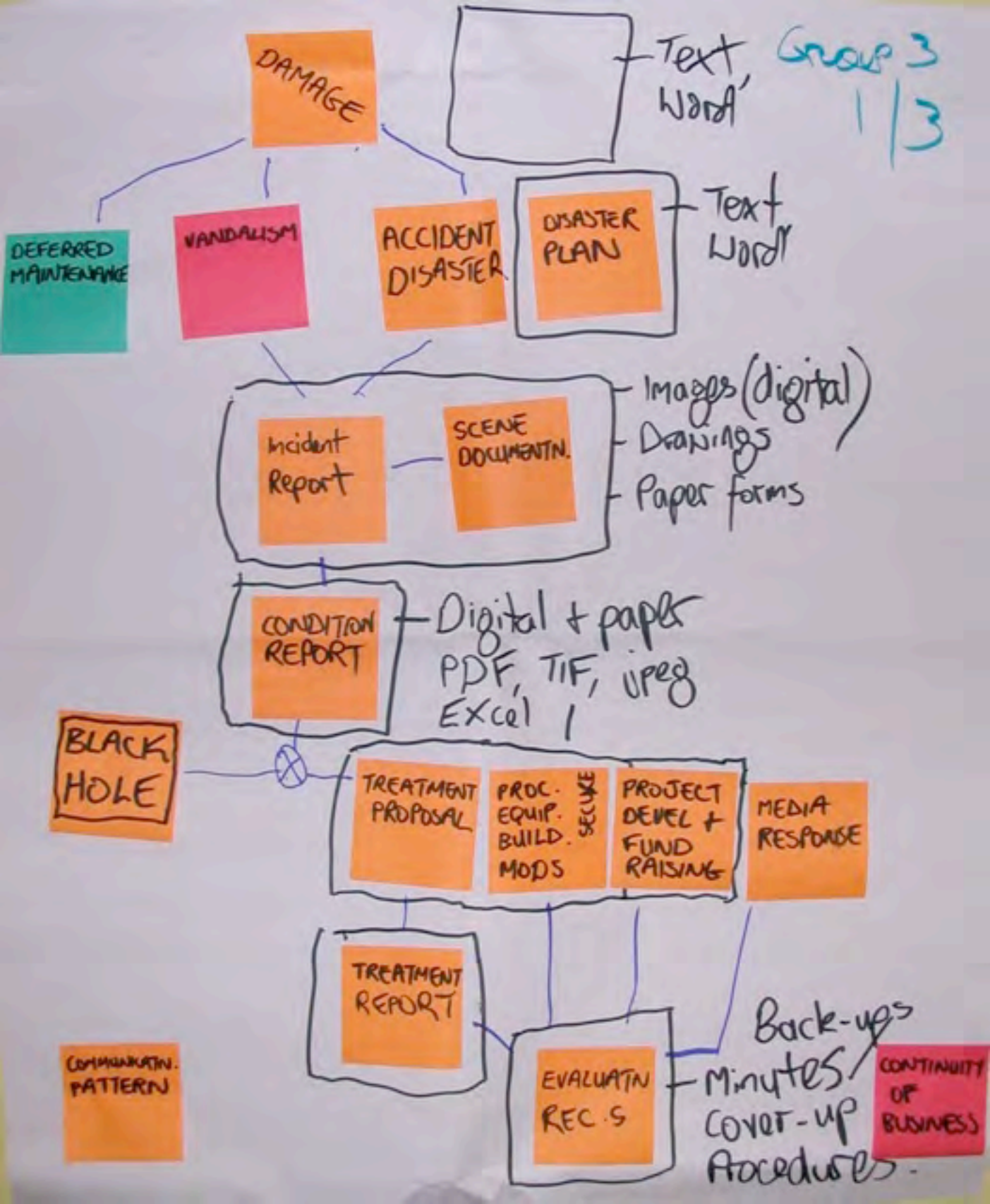
CONSERVATION TREATMENT

PAPER, DOCUMENT, DATABASE, STILL PHOTOS (DIGITAL HARD COPY)

RE-INTEGR. IN EXHIBITION, DISPLAY.



FUTURE DAMAGE PREVENTION



DAMAGE

GRP 2 1/3

occurrence
Accidental damage of items in display

non-accidental damage of items on display

Handwritten - delivered if emergency

email database entry

email attachments template

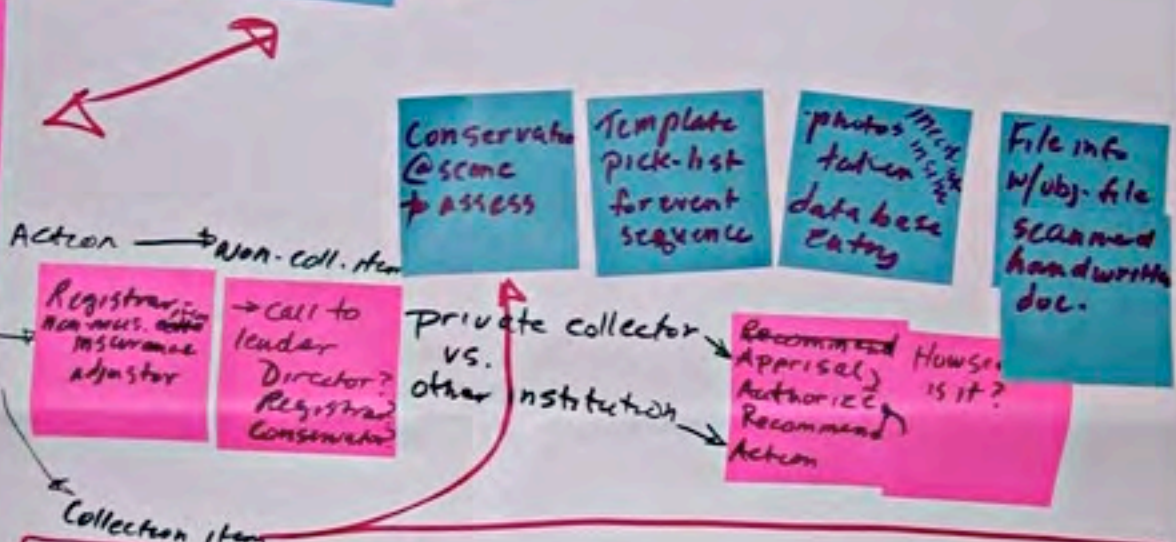
External - not kept in incident file

Discrepancy Recognition - Incident reports - photos

Notification - group email check list/clean of notification

Damage Assessment Report ^{Photo} template Action/Inspection

termination of activities @ this level



Security/conservator says not new damage - email

Actions - Generate > Photos-in site condition assessment - private how serious is it? trmt. proposal - coll. item

1. terminate - leave as if process proceeds to trmt.
 2. further negotiation @ process terminates personal relationship
 Registrars discuss w/each other if it's not close relationship
 if close rapport - Conservation directly contacts.
 Sometimes curators or Directors talk.

trmt.
 trmt. report
 follow-up

Lessons learned

Insects, VERMIN, MOLD
 Damage by Conservator, Handling Fire, Flood, Leak
 STAIN, Earthquake, Shrapnel,
Damage VANDALISM
 TERRORISM

① Policy Development (TAKES YEARS)
 & Risk Management Analysis
 ex - Telephone Tree
 COOP
 Disaster PLAN
 TRAINING
 GROUP 6
 1/3

② Notification (Verbal or Email) (TAKES HOURS)
 CALL Appropriate parties
 IS SPACE OK? TO ENTER?

③ Assess & Document (World Report) (w/ 1 day) of How
 including Health Risks (w/ 1 day) STATUS / Condition
 why big? how big?

④ Notify Appropriate Team - (within 1-day) email
 - Conservators
 - Bldg Staff
 - Architect
 - Insurance
 - Curators
 OWNERS IF A LOT

⑤ Pull Supplies / CARTS & Move Materials
 to Approved Work Space (w/ 1-2 days)
 May Pull Contractors

⑥ Create INCIDENT Report (w/ 2 days)
 TIME Estimate Notify MANAGER'S
 POTENTIAL COSTS.

⑧ Lessons Learned Meeting
 + Debriefing

⑨ Stabilize -
 A Health Issues? - MOLD, URAMIA, ASBESTOS, MERCURY
 B Can you handle it? ASBESTOS
 C ~~Contract~~ Contract (Belfer, Munters,
 D Document + Image
 E Track Costs
 F. Political / PM

⑩ Replace Supplies

⑩ Cost out Emergency
 Recover Costs

Damage / Incident Response: Discussion 1

Insects, vermin, mold, handling, fire, flood, leak, storm, earthquake, shipping, vandalism, terrorism, during treatment (drop downlist?)

Policy development and risk management analysis – TAKES YEARS, word/pdf file

Damage – Phone rings...

Notification – TAKES HOURS

- Call tree enacted – from list (excel? intranet?)
- COOP (continuity of operation plan) Disaster Preparedness Plan assumed

Conservator: Assess and document status with image How big? How bad? – Word docs and image files - WITHIN ONE DAY using email, etc.

Conservator: notifies additional people for specialized tasks – ASAP phone, email?
Mitigate immediate threat and advise on securing the area; or make request to do so - ASAP

Determine if the object is a loan; if so, notify lender *before triage*; else contact owner/curator ASAP

Bring supplies carts and move materials to approved work space - WITHIN 1 DAY

Intervention / treatment / stabilization triage – TIME FRAME UNKNOWN

- Health issues
- Can you handle it
- Contract others to do work

Investigations: Interview eye-witnesses; review video tapes; hygro charts; HVAC alarm records, etc. – TIME FRAME UNKNOWN various formats

Registrar/conservator requests/writes incident report and or condition report word/pdf files
Conservator documents post-treatment condition with words and images

Re-house / re-install

Post mortem / debriefing – SHOULD BE DONE REASONABLY SOON via word/pdf files

- Clean up legal / insurance issues
- Conservator as expert witness
- Cost out the emergency recovery costs for reclamation
- Write up recommendation for future preventative measures

Damage in collection (pipe burst, visitor freaks out, etc. etc.)

Incident

(Possibly a public relations phase, policy development, telephone tree, continuity of operations plan, training phase—these events might occur before or after the event)

Notification (conservator being notified, registrar etc).

Documentation follows notification

Notify the appropriate people (email, phone call)

Pull the supplies necessary to respond (maintenance of supply lists)

Contractors may need to be notified and come in

We inform the incident report by doing a condition report (word doc, image files)
After response, secured the space, moved on, debriefing, what went wrong, getting eyewitnesses, reviewing tapes, reporting back into word processing document
Treatment process, documentation is more along the lines of normal treatment (database entry, word doc, images)

Cost emergency and recovery cost

Cost out the cause of the incident (quantification for leverage with management)

Starting point: We already have established documents and a communication pattern and perhaps a disaster plan

We continued that vandalism was a separate category and deferred maintenance as a type of damage

The interesting thing of deferred maintenance is it doesn't involve documentation

Generically text means we have a printed document, word means pdf

- Incident report
- Leads to condition report
- Everything may go into a black hole or Treatment proposals may be generated

If treatment proposals are generated

- Modifications to procedures or building
- Fund-raising
- Media response
- End up doing treatment, then you going to generate treatment reports
- At the end of all this evaluations of process and recommendations which will feed into the modification process
- Continuity of business (continuing)

Distinguished between accidental damage and damage from vandalism

Security personnel generate incident report (photographs & email to group: conservator registrar collections manager—sometimes it's handwritten, sometimes a database entry)

After notification damage assessment is made on site (new damage or old damage)

If old damage file is closed

If new damage, a damage assessment report is made with photographs, possibly a check list or pick list or sequence of events is recognized

- This is taken and put in object file (sometimes)
- Information goes to conservation, registrars, curator, and collections management

Registrar calls a lender, in some institutions the director or curator calls

Insurance adjustor is notified (if necessary)

Private collector versus another institution or in house

Assessment made, authorization request to do treatment, or recommendation

Possible action steps after that

- Damage assessment
- Condition assessment
- How serious is it?
- Who does it belong to?
- Treatment proposal
- For private work ascertain what owner wants to do: termination of procedure, further negotiation to proceed to treat or not to treat

All documents captured in object file (and sometimes not)

Object on display --Sudden negative change in object

Report of damage to conservation (any mechanism phone call, emails, paper and photographs, digital and hard copy)

Examine the object and categorize damage and assess damage

Consult existing documentation

Determine if situation is urgent or non-urgent, if damage is acute and severe, if a timed-response is critical or if the situation is not time critical

Urgency and severity are the important issues

In the case of less urgent damage

- Documentation
- Process of reporting and communicating damage to stakeholders (curator, owners, and insurance companies)
- Negotiating response to damage
- Treatment proposal
- Treatment

- Treatment report
- Reintegrate object into display
- If the decision was urgent and time critical there might be alternative responses

Post mortem—future damage mitigation

INCIDENT RESPONSE



Damage / Incident Response: Discussion Summary 2

Anything that could potentially have a negative impact

- child touching a painting or sculpture
- water running down the wall
- anything to do with any point of jeopardy

Incident happens

Notification sequence

- who gets notified
- who initiates it

Assessment by conservator

- no damage, just a report back or potential and/or real damage

No damage

- record incident
- feed back to reporters

Potential/and or damage – you are notified, you respond, you verify old or new damage, and then you either treat and perhaps insurance notification or remediation would be to wait until the wall was dry

Recommendation would be “please fix the ceiling”

Feed back up to the incident log – who, what, when, where, and why

Feedback types: email, training, phone call, damage report form

Incident report: email w/without annotated photograph and form

Record of the action taken

Triggered Events (Int and Ext)

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Process

BPMN Damage / Incident Response

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