



# FORCECOM TTP Division (FC-P) Lessons Learned Tactics, Techniques, and Procedures (TTP)



Force Readiness Command  
(FORCECOM)

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## COAST GUARD TACTICS, TECHNIQUES, AND PROCEDURES 1-03.1

Subj: FORCECOM TTP DIVISION (FC-P) LESSONS LEARNED CGTTP

Ref: (a) NATO Lessons Learned Handbook, 2<sup>nd</sup> Edition (Sep 2011)  
(b) Coast Guard After Action Program, COMDINST 3010.19 (series)  
(c) Tactics, Techniques, and Procedures (TTP) Development System and Standards, CGTTP 1-01 (series)  
(d) Analysis Standard Operating Procedures, Volume 2 USCG Training System (Jul 2011)

1. PURPOSE. This publication describes the primary functions of the FORCECOM TTP Division (FC-P) Lessons Learned Branch, and provides procedural guidance for Lessons Library query and requesting information/analysis processes.
2. ACTION. This CGTTP publication applies to all USCG personnel. Internet release is authorized.
3. DIRECTIVES/TTP AFFECTED. None.
4. DISCUSSION. FORCECOM TTP Division's mission is to prepare the workforce by linking together policy, doctrine, TTP development, training, assessment and feedback into an aligned human performance system. FC-P's Lessons Learned Branch (FC-PII) captures observations, lessons learned, and best practices from deck plate performance. FC-P's Lessons Learned Branch focuses on performance trends and mishap analysis. This rich information is studied, validated, and provided to FC-P to inform the development of emergent or revised TTP. [FC-P Lessons Learned Branch](#) prepares the workforce to achieve mission excellence by making the USCG human performance system relevant and impactful.
5. DISCLAIMER. This guidance is not a substitute for applicable legal requirements, nor is itself a rule. It provides guidance for Coast Guard personnel and does not impose legally-binding requirements on any party outside the Coast Guard.
6. ENVIRONMENTAL ASPECT AND IMPACT CONSIDERATIONS. While developing this publication, Integrated Process Team (IPT) members examined environmental considerations under the National Environmental Policy Act (NEPA) and determined they are not applicable.

7. DISTRIBUTION. FORCECOM TTP Division posts an electronic version of this TTP publication to the CGTTP Library on CGPortal. In CGPortal, navigate to the CGTTP Library by selecting **References > Tactics, Techniques, and Procedures (TTP)**. FORCECOM TTP Division does not provide paper distribution of this publication.
8. RECORDS MANAGEMENT CONSIDERATIONS. Integrated Process Team (IPT) members thoroughly reviewed this publication during the TTP coordinated approval process and determined there are no further records scheduling requirements per Federal Records Act, 44 U.S.C. Chapter 31 § 3101 et seq., National Archives and Records Administration (NARA) requirements, and Information and Life Cycle Management Manual, COMDTINST M5212.12 (series). This publication does not have any significant or substantial change to existing records management requirements.
9. FORMS/REPORTS. None.
10. REQUEST FOR CHANGES. Submit recommendations for TTP improvements or corrections via email to FORCECOM-PI@uscg.mil or through the TTP Request form on CGPortal. In CGPortal, navigate to the TTP Request form by selecting **References > Tactics, Techniques, and Procedures (TTP) > TTP Request**.

Send lessons learned applicable to this TTP publication via command email to FORCECOM TTP Division at CMD-SMB-CG-FORCECOM.

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## Table of Contents

<b>Chapter 1: Introduction .....</b>	<b>1-1</b>
Section A: Introduction.....	1-2
Section B: Notes, Cautions, and Warnings.....	1-4
<b>Chapter 2: FC-P Lessons Learned Branch Processes .....</b>	<b>2-1</b>
Section A: Lessons Lexicon.....	2-2
Section B: Lessons Learned Entities Collaboration.....	2-4
Section C: FC-P Lessons Learned Branch Data Sources .....	2-5
Section D: FC-P Lessons Library .....	2-7
Section E: FC-P Lessons Learned Branch Analysis.....	2-15
Section F: FC-P Lessons Learned Branch Request for Information/Analysis .....	2-17
Section G: FC-P Lessons Learned Branch Contact.....	2-21
<b>Appendix A: Glossary and Acronyms .....</b>	<b>A-1</b>

## Table of Figures

Figure 1-1 Represents FORCECOM's three primary functions .....	1-2
Figure 1-2 FC TTP Division organization .....	1-3
Figure 2-1 FC-P Lessons Library – view lessons page.....	2-5
Figure 2-2 FC-P's Lessons Library Branch main page and Lessons Library link.....	2-7
Figure 2-3 FC-P Lessons Library: view lessons page data fields .....	2-8
Figure 2-4 Lessons Library: ID number and Title data field filter .....	2-9
Figure 2-5 Lessons Library: All Applicable TTP Subjects data field filter.....	2-9
Figure 2-6 Lessons Library: Associated TTP Dev Projects data field filter .....	2-10
Figure 2-7 Lessons Library: Lessons Group data field filter .....	2-11
Figure 2-8 Lessons Library: Lesson Cause Lookup data field filter .....	2-12
Figure 2-9 Lessons Library: Date Created data field filter.....	2-13
Figure 2-10 Lessons Library: Lesson Source data field filter .....	2-14
Figure 2-11 FC-P/II request for information/analysis process.....	2-17
Figure 2-12 FC-P/II Branch CGPortal community site and link to request for information/analysis.....	2-18
Figure 2-13 FC-P/II contact information.....	2-21

# Chapter 1: Introduction

**Introduction** This chapter overviews the FORCECOM TTP Division’s Lessons Learned Branch functions, target audiences, and scope of this tactics, techniques and procedures (TTP) publication.

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**In This Chapter** This chapter contains the following sections:

<b>Section</b>	<b>Title</b>	<b>Page</b>
A	Introduction	1-2
B	Notes, Cautions, and Warnings	1-4

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## Section A: Introduction

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### A.1. Introduction

U.S. Coast Guard Force Readiness Command (FC) manages relevant operational and mission support training, provides clear and adaptive TTP, gives continual feedback, and captures lessons learned through quality assessments and exercise support.

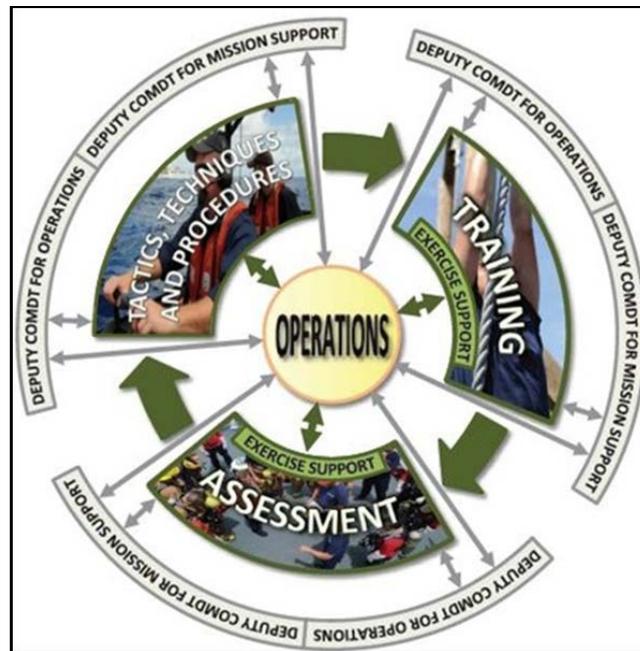


Figure 1-1 Represents FORCECOM's three primary functions

The Tactics, Techniques, and Procedures (TTP) Division (FC-P) prepares the workforce by linking policy, doctrine, TTP, training, assessment, and feedback into an aligned human performance system. FC-P closes knowledge gaps by systematically developing TTP to ensure on-time delivery of high quality TTP publications.

FC-P's Lessons Learned Branch (FC-P11) captures observations, lessons learned, and best practices from deck plate performance, and analyses performance trends and mishaps. FC-P studies and validates this rich information to develop emergent and revised TTP.

[FC-P11](#) prepares the workforce to achieve mission excellence by making the USCG human performance system relevant.

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**A.2. FC-P II  
Primary  
Functions**

To improve TTP development, the [FC-P II](#) collects, analyzes, and disseminates information gained through operational and mission support experiences, exercises, and assessment activities.

[FC-P II](#):

- Develops and maintains collection of observations, lessons identified (LI), lessons learned (LL), and best practices.
- Reviews LL root cause analysis to inform the TTP development.
- Maintains FC-P’s lessons learned process to collect observations, LI, LL, best practices, and after action information.
- Collaborates with training centers (TRACENs), TTP developers, integrated process teams (IPTs), and subject matter experts (SMEs) in data collection and analysis.
- Reviews and analyzes inputs from identified data sources.
- Supports USCG Mishap Analysis Boards.

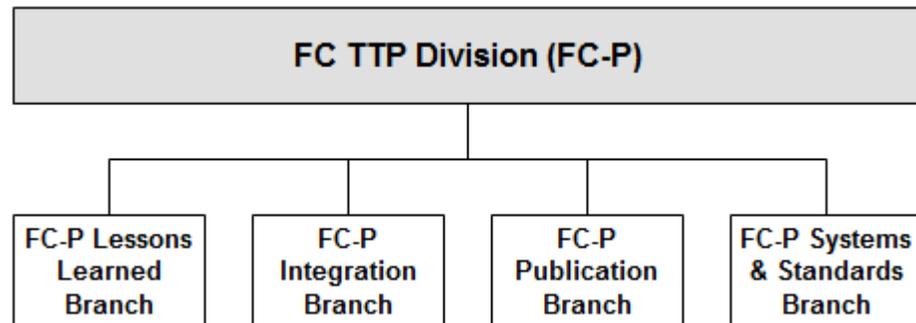


Figure 1-2 FC TTP Division organization

**A.3. Audience**

Primary audience is FC-P personnel. Secondary audiences include USCG personnel and Headquarters offices/programs.

**A.4. Scope**

This publication describes the primary functions of the FC-P II, guides Lessons Library query procedures, and FC-P Lessons Learned process for requesting information/analysis to improve TTP development.

**A.5. Disclaimer**

This guidance is not a substitute for applicable legal requirements, nor is itself a rule. It guides USCG personnel, but does not impose legally binding requirements on any party outside the USCG.

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## Section B: Notes, Cautions, and Warnings

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**B.1. Overview** The following definitions apply to notes, cautions, and warnings found in TTP publications.

**NOTE:** **An emphasized statement, procedure, or technique.**

**CAUTION:** **A procedure, technique, or action that, if not followed, carries the risk of equipment damage.**

**WARNING:** *A procedure, technique, or action that, if not followed, carries the risk of personnel injury or death.*

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## Chapter 2: FC-P Lessons Learned Branch Processes

**Introduction** This chapter addresses FC-P processes.

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**In This Chapter** This chapter contains the following sections:

Section	Title	Page
A	Lessons Lexicon	2-2
B	Lessons Learned Entities Collaboration	2-4
C	FC-P Lessons Learned Branch Data Sources	2-5
D	FC-P Lessons Library	2-7
E	FC-P Lessons Learned Branch Analysis	2-15
F	FC-P Lessons Learned Branch Request for Information/Analysis	2-17
G	FC-P Lessons Learned Branch Contact	2-21

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## Section A: Lessons Lexicon

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<b>A.1. Lessons Learned</b>	<p>Per reference (a), NATO Lessons Learned Handbook, 2<sup>nd</sup> Edition, the term, lessons learned (LL), is knowledge and experience from observing people, things and activities which lead to improvements. LL in an organization is a formal approach to learning. Individuals and the organization decrease the risk of repeating mistakes and increase success rate. In the military context, LL reduces operational risk, increases cost efficiency, and improves operational effectiveness.</p> <p>LL describes more than just learning from experience. Learning justifies changes that lead to improved performance. Lessons can be learned from any activity including operations, assessments, exercises, training, experiments, and day-to-day work. The following are definitions of <a href="#">FC-PIL</a> processes.</p>
<b>A.2. After Action Report (AAR)</b>	<p>A written report typically submitted after a training, operation, or other mission. AARs document a unit's actions for historical purposes, and provide key observations and LL.</p>
<b>A.3. Analysis</b>	<p>An examination of data and facts to uncover and understand cause and effect relationships. Analysis is the basis for problem solving and decision making. Analysis results in recommendations that enhance organization performance.</p>
<b>A.4. Best Practice</b>	<p>Innovative or modified practices leading to improved responses. Other units, platforms, or commands can adopt best practices.</p>
<b>A.5. Collection</b>	<p>An assembly of information on specific topics or issues of interest.</p>
<b>A.6. Lesson</b>	<p>Knowledge or understanding gained from experience. Both successes (for example, successful tests, missions, exercises, workshops) and failures (for example, mishaps) are types of lessons.</p>
<b>A.7. Lesson Identified (LI)</b>	<p>A mature observation with a root cause and a recommended remedial action plan. The owners develop and propose the plan to the appropriate authority.</p>
<b>A.8. Lesson Learned (LL)</b>	<p>A performance or capability that is improved and validated by implementation of one or more remedial actions for an L.I.</p>

**NOTE:**

**LI become LL when remedial actions are validated and implemented resulting in an improved capability or performance for an individual or organization.**

**A.9.  
Observations**

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A statement of experienced or observed conditions. Collected observations are basic building blocks of the LL process. Ideally, observations convey basic details with enough data for more analysis. At a minimum, observations address “what happened?” and “how did it differ from expected performance?”

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**A.10. Remedial  
Action Issue  
(RAI)**

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A specific and measurable corrective action taken to fix a shortcoming.

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## Section B: Lessons Learned Entities Collaboration

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**B.1. Overview** The USCG does not have a centralized, all-encompassing LL program. However several USCG mission-specific LL entities focus on an area of expertise. These LL entities use varying methods and tools to capture data, conduct analyses, and implement corrective actions within their mission. [FC-P11](#) maintains a list of LL entities as data sources to gather and analyze information for the [FC-P Lessons Library](#).

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**B.2. Collaboration** [FC-P11](#) collaborates with personnel from TTP projects, USCG training centers, exercise support events, assessment activities, and other government agencies. Collaboration ensures timely collection and analysis of observations, LI, LL, and best practices. Collaborate with other organizations through phone conferences, site visits, and presentations. Sustained engagement ensures rapid LL implementation, promotes continuous improvement, and fosters cohesion among the LL communities.

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**B.3. Remedial Action Coordinator (RAC)** The FC-P11 Chief is the FORCECOM Remedial Action Coordinator (RAC) for the USCG Contingency Preparedness System (CPS). The USCG Office of Contingency Preparedness and Exercise Policy, Exercise Evaluation and Analysis Division (CPE-3) manages CPS. The RAC is the action officer for remedial action issues (RAI) assigned to FORCECOM. Per reference (b) Coast Guard After Action Program, COMDINST 3010.19 (series), the RAC ensures timely appropriate action and tracks progress toward solutions within the FC portfolio.

[FC-P11](#) participates in the CPE-3 led exercise review process. CPE-3 emails comprehensive AAR summaries and RAI findings. The collaboration identifies trends, issues, or concerns that can be addressed through revision and development of TTP.

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## Section C: FC-P Lessons Learned Branch Data Sources

### C.1. Source Identification

[FC-P11](#) reviews and captures lessons from valid and reliable data sources maintained by the USCG and external government agencies. The collection process is primarily passive, which means observations, LI, and LL are not collected by actively observing operations or exercises. Instead they are collected from informational sources and repositories generated during operations, exercise, and assessment events. Below are a few examples of data sources reviewed by [FC-P11](#) to identify and capture observations, LI, and LL (list is not inclusive of all data sources).

- USCG Electronic Mishap Reporting System (commonly referred as eMisRep)
- Joint Chiefs of Staffs, Joint Lessons Learned Information System (JLLIS).
- Command and Control Official Information Exchange (C2OIX).
- Contingency Preparedness System (CPS).
- FC- Performance Technology Center (FC-Tptc).

### LESSONS LIBRARY

Managed by FORCECOM TTP Division, [LESSONS LEARNED BRANCH](#)

- From the "Search Field:" drop down select a category (Lesson Title, ID, Details, TTP Subseries, Project, Causes, or Groups).
- In "Filter text:" type the desired keyword. Click "Filter". Your filtered requests will appear on the page below. Click "Clear" to reset the page.

Search Field:  Filter text:

ID	Title	All Applicable TTP Subjects	Associated TTP Dev Projects	LessonGroups	LessonCauseLookup	DateCreated	Lesson Source
Count= 3767							
4462	CG HITRON JACKSONVILLE Mishap Report Number_7720416003	3-90 (Operations: Aviation Across Missions)		Equipment Damage/Failure	Equip/Eng Design; Weather; Other	12/4/2015 9:10 AM	Command and Control Official Information Exchange (C2OIX)
4461	Mishap Analysis Board Appointment Message	3-95 (Operations: Deployable Specialized Forces Across Missions); 3-91 (Operations: Cutter Forces Across Missions); 3-92 (Operations: Boat Forces Across Missions)		Capsizing; MOB/PW		12/4/2015 9:05 AM	Command and Control Official Information Exchange (C2OIX)

Figure 2-1 FC-P Lessons Library – view lessons page

**C.2. Identifying Observations, LI, and LL**

[FC-P11](#) uses a systematic and disciplined approach for reviewing and entering observations, LI, and LL into the [FC-P Lessons Library](#). FC-P11 enters observation into the [FC-P Lessons Library](#) when there are potential performance deficiencies.

[FC-P11](#) considers the following when reviewing and capturing observations:

- Does it have USCG-wide impact?
- Does it identify a potential lesson to the field?
- Does it influence assessment, training, TTP, and/or policy?
- Is it an equipment malfunction that affects assessment, training, TTP, and/or policy?
- Does the narrator make insightful recommendations or comments?
- Is the performance issue stated in other data sources?
- Is it an on-duty or work-related injury with operational impact?

Once a lesson is validated, it is entered into the [FC-P Lessons Library](#) (see Figure 2-1 for example of collected lessons in Lessons Library). For detailed Lessons Library data fields and search queries refer to Chapter 2, [Section D: Lessons Library](#).

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## Section D: FC-P Lessons Library

### D.1. Introduction

[FC-P Lessons Library](#) is a SharePoint searchable content repository that can categorize, store, and retrieve observations, LI and/or LL. Users can sort and filter information and search for keywords.

#### [FC-P Lessons Library](#):

- Supports [FC-P11](#) mission and functions.
- Integrates with FC-P project sites.
- Is not a redundant USCG system.
- Provides a central location for efficient searches of valuable USCG observations, LI, and LL information.
- Supports continuous human performance improvement by reducing the risk of repeated mistakes and improving the chances of continual success.

### D.2. Access FC-P's Lessons Library

To access the library:

- Open the [FC-P11](#) CGPortal page.
- In the FC-P11 CGPortal page, click **Lessons Library** link (red circle, arrow below).

The screenshot shows the CG Portal website interface. At the top, there is a search bar and navigation icons. Below the search bar is a navigation menu with items like Home, Strategy, Units, Communities, Training & Education, References, Applications, Business Intelligence, and CG Portal Help. A breadcrumb trail indicates the current location: CG Portal > FORCECOM > Tactics, Techniques, and Procedures > Lessons Learned Branch > Home. The main content area is titled 'LESSONS LEARNED BRANCH' and contains a mission statement, a list of functions, and a 'POINTS OF CONTACT' section. At the bottom of the page, there are three icons: a life preserver for 'Request Information/Analysis', an envelope for 'Contact Us', and a stack of books for 'Lessons Library'. The 'Lessons Library' link is circled in red, and a red arrow points to it from the right.

Figure 2-2 FC-P's Lessons Library Branch main page and Lessons Library link

- The Lessons window opens that displays lessons collected from data sources.

## LESSONS LIBRARY

Managed by FORCECOM TTP Division, LESSONS LEARNED BRANCH

- From the "Search Field:" drop down select a category (Lesson Title, ID, Details, TTP Subseries, Project, Causes, or Groups).
- In "Filter text:" type the desired keyword. Click "Filter". Your filtered requests will appear on the page below. Click "Clear" to reset the page.

Search Field: Lesson Title Filter text:  Filter Clear



ID	Title	All Applicable TTP Subjects	Associated TTP Dev Projects	LessonGroups	LessonCauseLookup	DateCreated	Lesson Source
Count= 3784							
4479	OIL SPILL PREPAREDNESS DIVISION MANUAL <small>NEW</small>	1-01 (Administration: Publication Reference)			Other	12/10/2015 12:12 PM	
4478	USCGC MIDGETT DEPLOYMENT SUMMARY 08OCT15-24NOV15 <small>NEW</small>	3-91 (Operations: Cutter Forces Across Missions)		Patrol Summary	None	12/10/2015 11:58 AM	Command and Control Official Information Exchange (C2OIX)

Figure 2-3 FC-P Lessons Library: view lessons page data fields

### D.3. Data Fields

To narrow the search parameters, users can sort the library individually or sequentially by these data fields:

- ID.
- Title.
- All Applicable TTP Subjects.
- Associated TTP Dev Projects.
- Lesson Groups.
- Lesson Cause Lookup.
- Date Created.
- Lesson Source.

#### D.3.a. ID & Title Data Fields

If a specific ID number or title is known, use ID and title data fields to filter sequential numbers, alphabetical titles, or show filter choices. SharePoint automatically assigns ID numbers to items entered into the Lessons Library.

- Click arrow to display drop-down menu to see filter features.
- Filter by **Ascending**, **Descending**, or **Show Filter Choices**.
- Select **Clear Filter from ID/Title** to clear filter.

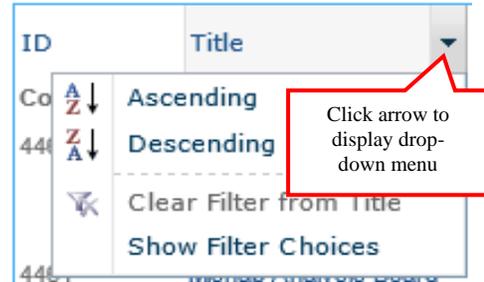


Figure 2-4 Lessons Library: ID number and Title data field filter

D.3.b. All Applicable TTP Subjects Data Field

The TTP numbering system is categorized by functional areas. This column allows users to filter by observations tagged to a particular TTP series.

- Click arrow to display drop-down menu of filter choices.
- Filter by selecting a TTP subject series number individually or filter by **(Empty)**.
- Select **Clear Filter from All Applicable TTP Subjects** to return to main lessons screen.

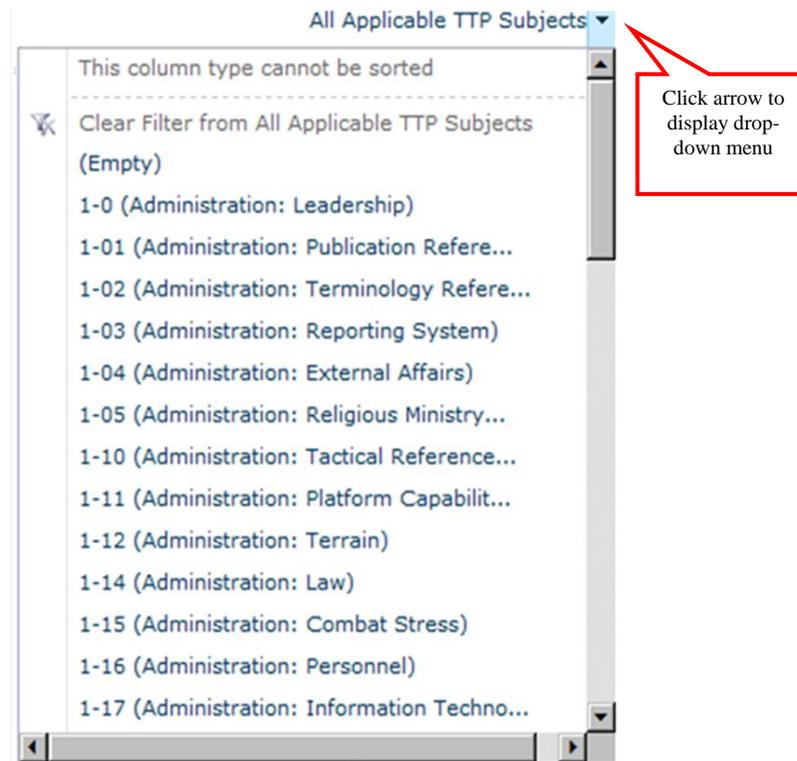


Figure 2-5 Lessons Library: All Applicable TTP Subjects data field filter

D.3.c. Associated  
TTP Dev Projects  
Data Field

This column represents the TTP Project IPT sites. This list includes TTP publications promulgated, active, in-development, and inactive projects.

- Click arrow to display drop-down menu of filter choices.
- Filter by selecting a project individually or filter by **(Empty)**.
- Select **Clear Filter from Associated TTP Dev Projects** to return to main lessons screen.

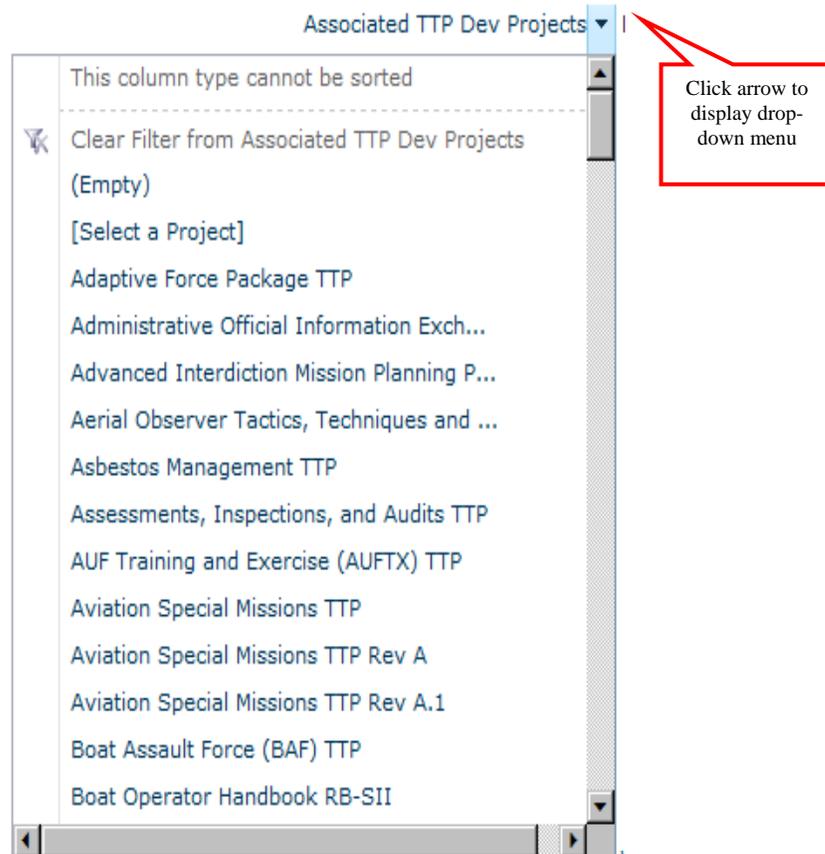


Figure 2-6 Lessons Library: Associated TTP Dev Projects data field filter

D.3.d. Lesson  
Groups Data Field

Lesson Groups data field is an analysis query feature and collection tool. [FC-P11](#) uses this feature to track emerging trends within the USCG by tagging a category lesson groups to a lesson collected.

- Click arrow to display drop-down menu of filter choices.
- Filter by selecting a lesson category individually or filter **(Empty)**.
- Select **Clear Filter from Lessons Group** to return to main lessons screen.

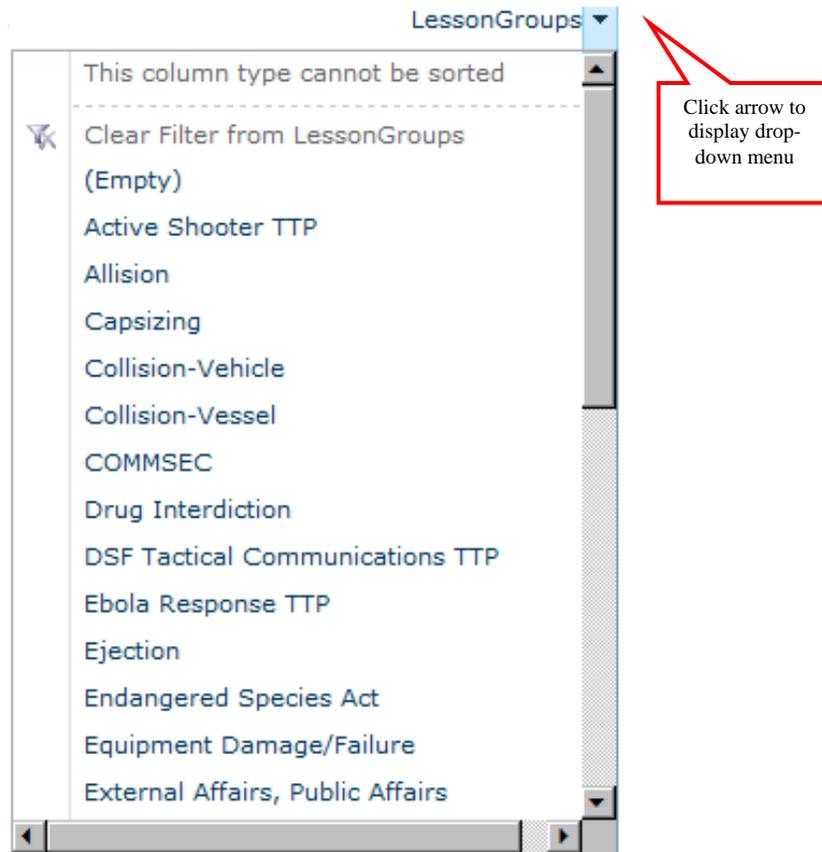


Figure 2-7 Lessons Library: Lessons Group data field filter

D.3.e. Lesson  
Cause Lookup  
Data Field

A cause is an action or condition that gives rise to an effect or result.

- Click arrow to display drop-down menu of filter choices.
- Filter by selecting a causal factor individually or filter **(Empty)**.
- Select **Clear Filter from Lesson Cause Lookup** to return to main lessons screen.

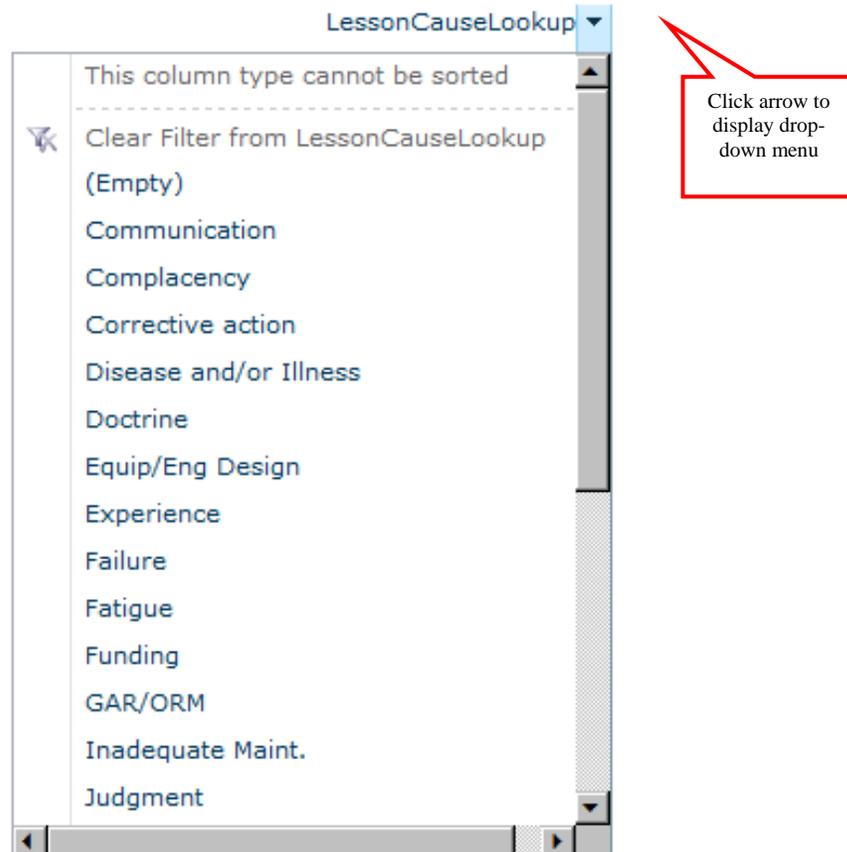


Figure 2-8 Lessons Library: Lesson Cause Lookup data field filter

D.3.f. Date  
Created Data  
Field

The date represents when the [FC-P](#) entered the observation into the system. Users can filter this column by a known date or chronologically.

- Click arrow to display drop-down menu of filter choices.
- Filter by selecting a date individually.
- Select **Clear Filter from Date Created** to return to main lessons screen.

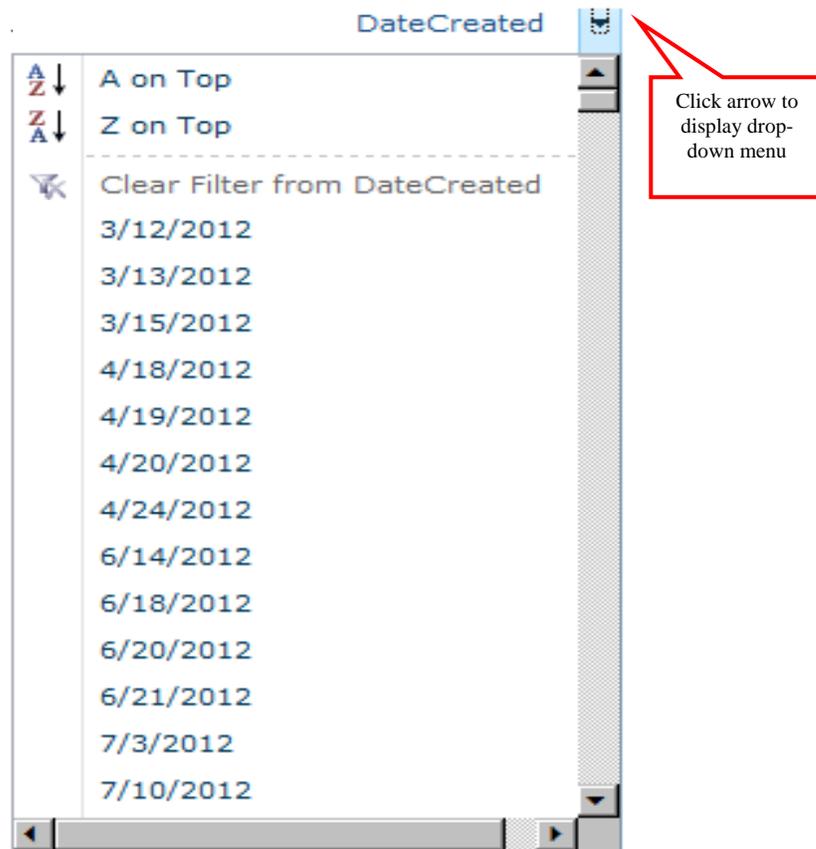


Figure 2-9 Lessons Library: Date Created data field filter

D.3.g. Lesson  
Source Data Field

[FC-P11](#) includes the source collection location of an observation. Users can sort this list, or by selecting none.

- Click arrow to display drop-down menu of filter choices.
- Filter by selecting a data source individually, **Ascending**, **Descending**, or **(Empty)**.
- Select **Clear Filter from Lesson Source** to return to main lessons screen.

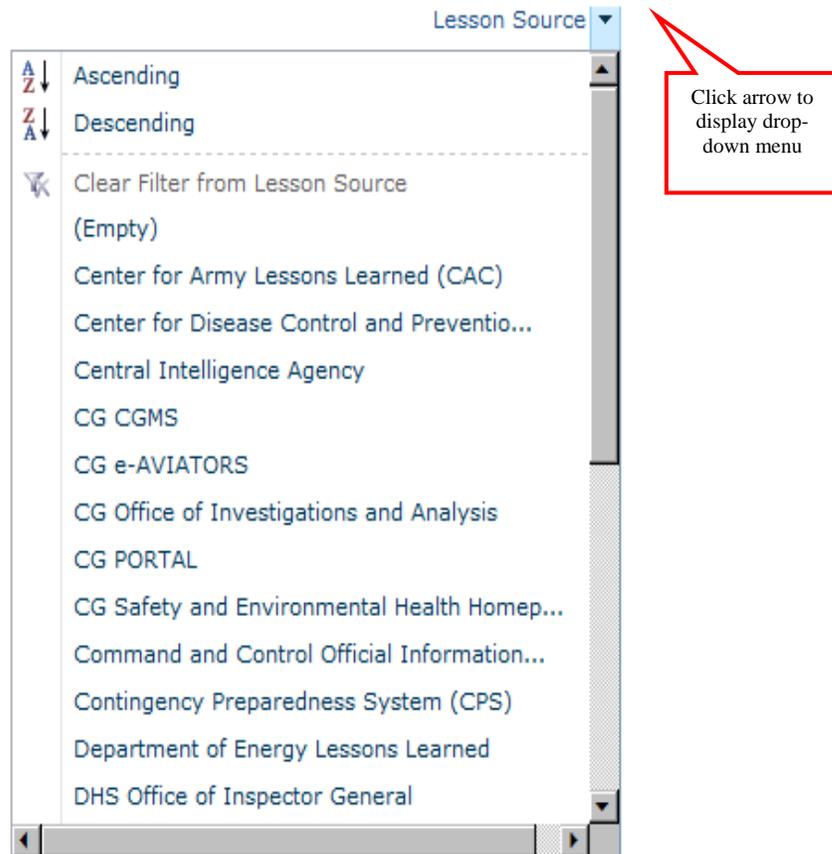


Figure 2-10 Lessons Library: Lesson Source data field filter

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## Section E: FC-P Lessons Learned Branch Analysis

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### E.1. Analytic Support

[FC-P11](#) supports TTP development by providing timely and effective structured analysis. During the early stages of TTP development, FC-P11 and the TTP integrator collaborate to determine the performance data boundaries and data collection plan per reference (c), Tactics, Techniques, and Procedures (TTP) Development System and Standards, CGTTP 1-01 (series).

For example, when developing machinery space firefighting TTP, is it necessary to look at every shipboard fire? Or should the analysis focus on a particular accelerant or class of ship? The answer depends upon the TTP scope, which can be defined or complex. Establishing a data collection plan helps to narrow the research field, and tailors the analysis to the identified performance issue(s).

Considerations for developing a data collection plan include:

- Project description (e.g., scope start and stop boundaries).
- Supporting documents.
- Performance issues and data source if known.
- Date range for data collection.
- Type of data analysis.
- Time to complete analysis.

Additionally, [FC-P11](#) looks analytically at observations to determine the need for further action. The [FC-P11](#) analysis process often follows inductive reasoning, or a bottom-up approach, analyzing many specific observations to find patterns or trends. These patterns or trends form a hypothesis, which eventually leads to theory development that better informs TTP development.

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### E.2. Causal Analysis

Per reference (d), Analysis Standard Operating Procedures, Volume 2 USCG Training System (Jul 2011), [FC-P11](#) applies the following principles when researching and analyzing performance data:

- Analysis uses a systems approach.
- Analysis is only conducted based on validated needs.
- All analysis is data driven.
- All solutions are supported by findings.

Causal analysis is a method of problem solving that identifies underlying causes to identify and implement effective solutions. Causal analysis seeks to identify and understand why things happen. It focuses on preventative actions which reduce the likelihood of incidents reoccurring.

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### **E.3. Five Whys Technique**

To develop appropriate preventative actions which lessen the likelihood of the incident recurring, examine the contributing causes. That is, learn why the incident occurred, then minimize the possibility of it happening again.

The Five Whys is an iterative question-asking technique used to explore the cause and effect underlying a particular problem.

The primary goal of this technique is to identify a defect or problem by repeating the question "Why"? Each question forms the basis of the next question. Make sure that the answer is grounded in fact, then ask "why" again. Continue the process until the cause of the problem is identified, and a counter-measure is identified that prevents it from recurring. Normally, asking why five times provides the necessary level of fidelity to gain additional valuable insights into the underlying cause.

**NOTE:**

**When requesting analytic support, it is helpful for the requestor and analyst to apply the Five Whys approach to determine the appropriate data collection plan.**

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## Section F: FC-P Lessons Learned Branch Request for Information/Analysis

**F.1. Request for Information/Analysis** [FC-P](#) provides information and analysis of performance data to support TTP development.

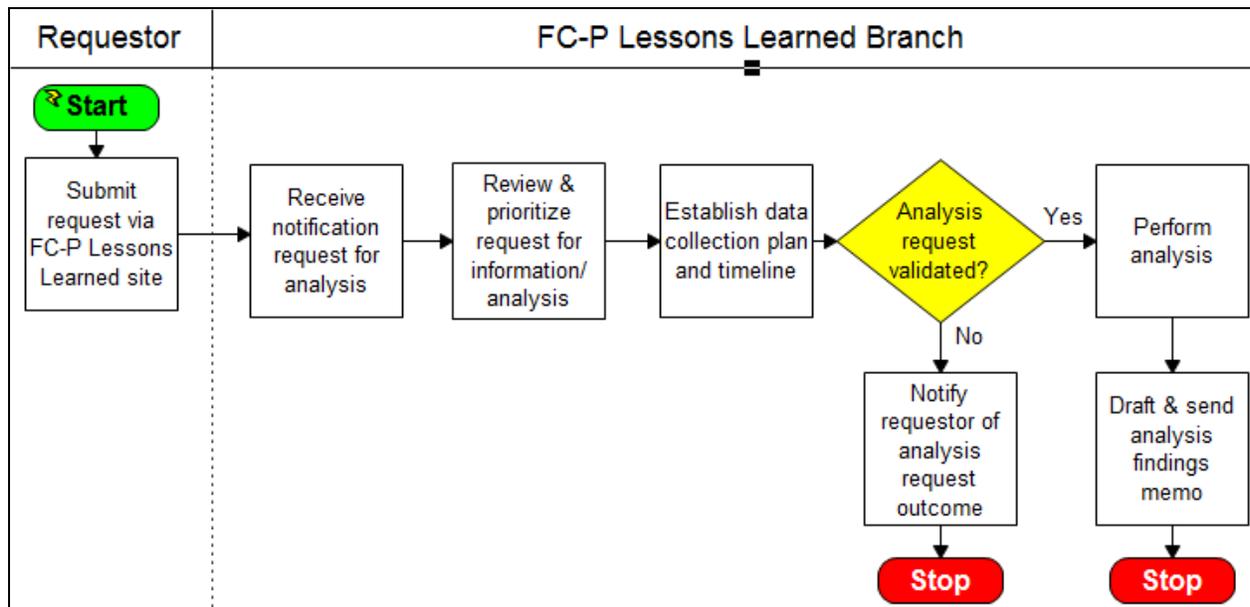


Figure 2-11 FC-P request for information/analysis process

**F.2. Request for Information/Analysis Process** To request information or analytic support:

1. Submit the Request Information/Analysis (RI/A) form located on the [FC-P](#) CGPortal community site (see Figure 2-12 for link location).
2. Click **Request Information/Analysis**. A fillable form will open. Complete the form as directed and submit to [FC-P](#) via email attachment.

The screenshot shows the CGPortal website interface. At the top, the CGPortal logo is displayed with the tagline 'the information YOU need'. Below the logo is a search bar and navigation links like 'I Like It' and 'Tags & Notes'. A main navigation bar includes 'Home', 'Strategy', 'Units', 'Communities', 'Training & Education', 'References', 'Applications', 'Business Intelligence', and 'CG Portal Help'. A secondary navigation bar shows 'Tactics, Techniques, and Procedures'. The breadcrumb trail indicates the current location: 'CG Portal > FORCECOM > Tactics, Techniques, and Procedures > Lessons Learned Branch > Home'. The main content area is titled 'LESSONS LEARNED BRANCH' and contains a 'Mission' statement, 'Functions' list, and a 'POINTS OF CONTACT' table. A red callout box with a speech bubble points to the 'Request Information/Analysis' link in the bottom navigation bar, with the text 'Click link to request lessons information/analysis'.

**LESSONS LEARNED BRANCH**

**Mission:** The Lessons Learned Branch collects, analyzes, and disseminates information gained through operational missions, mission support experiences, exercises, and supporting activities.

**Functions:** Under the direction and supervision of the Chief, TTP Division, the Chief, Lessons Learned Branch shall:

- Develop and maintain methods of collection of lessons learned and best practices using observations, field recommendations, assessment reports, mishap analyses, formal collection plans and surveys, etc.
- Using the mishap analysis system, review lessons learned and root cause analysis to inform the formal doctrine and TTP system.
- Maintain FORCECOM's lessons learned process to collect lessons learned and after action information. Where feasible, leverage existing systems.
- Liaison with TRACENS, TTP Development Cells, Integrated Process Teams, Subject Matter Experts (SMEs) and others to assist in the collection and analysis of lessons learned, observations, contingency exercises and best practices obtained from real world operations and mission support activities.
- Analyze inputs from all maintained systems; distribute actionable/validated results to appropriate stakeholders.
- Identify situations where training, policy, doctrine, TTP and/or lessons learned are misaligned.
- Support Commandant Mishap Analysis Boards, as directed.

**POINTS OF CONTACT**

Role	Name
Branch Chief	<input type="checkbox"/> Michalczak, Jason A LCDR
Analyst	<input type="checkbox"/> Waterman, Hawley C CIV
Lessons Learned Coordinator	<input type="checkbox"/> Vavrek, Stacey L BMC

**LINKS**

URL	Notes
<a href="#">Contingency Preparedness System</a>	Remedial Action Items.

**Request Information/Analysis**    **Contact Us**    **Lessons Library**

Figure 2-12 FC-P11 Branch CGPortal community site and link to request for information/analysis

After receiving a request, [FC-P11](#) reviews the submission and assigns an analyst.

[FC-P11](#) asks the requestor to provide the following:

- Project description.
- Scope of the performance to determine the boundaries of the collection effort.
- Deliverable format.
- Due date that meets the requestor's timeline and gives the analyst time for proper research, documentation, and submission of the final report.

**NOTE:**

**The delivery date considers the analyst's current and scheduled workload. The FC-P11 Chief can extend the date when required.**

**F.3. Final  
Product**

Once information or analysis is complete, [FC-PII](#):

- Drafts and emails a findings memo to requestor. Send the final report as a “Read Only” PDF Adobe document and keep in the FC-PII document library.
  - Sends a copy to FC-P Division and Branch Chiefs.
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## Section G: FC-P Lessons Learned Branch Contact

**G.1. Contact Information** Contact [FC-P11](#) via web link, email, or phone.

The screenshot shows the CGPortal website interface. At the top, there is a search bar and navigation links. The main content area is titled 'LESSONS LEARNED BRANCH'. It includes a 'Mission' section, a 'Functions' section with a list of tasks, and a 'POINTS OF CONTACT' table. The 'POINTS OF CONTACT' table lists roles and names: Branch Chief (Michalczak, Jason A LCDR), Analyst (Waterman, Hawley C CIV), and Lessons Learned Coordinator (Vavrek, Stacey L BMC). Below the table, there are three buttons: 'Request Information/Analysis', 'Contact Us', and 'Lessons Library'. The 'Contact Us' button is circled in red. A callout box points to the 'POINTS OF CONTACT' table with the text: 'Click FC-P Lessons Learned Branch staff name to view email and phone information'. Another callout box points to the 'Contact Us' button with the text: 'Click link to contact FC-P Lessons Learned Branch'.

Figure 2-13 FC-P11 contact information

- To email the CGPortal community site, select the “**Contact Us**” link on the [FC-P11](#) site. An email screen opens with pre-populated [FC-P11](#) email distribution address.
- To contact by phone, click [FC-P11](#) member’s name listed in the “**Points of Contact**” section. A window opens displaying email and phone information of selected person.

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## Appendix A: Glossary and Acronyms

<b>AAR</b>	After Action Report.
<b>C2OIX</b>	Command and Control Official Information Exchange.
<b>COMDTINST</b>	Commandant instruction.
<b>CPE-3</b>	USCG Office of Contingency Preparedness and Exercise Policy, Exercise Evaluation and Analysis Division.
<b>CPS</b>	Contingency Preparedness System.
<b>eMisRep</b>	Electronic Mishap Reporting System, also referred as eMisRep.
<b>FC/ FORCECOM</b>	Coast Guard Force Readiness Command.
<b>FC-P</b>	FORCECOM Tactics, Techniques and Procedures Division.
<b>FC-PH</b>	FORCECOM Tactics, Techniques, and Procedures Division, Lessons Learned Branch.
<b>FC-Tptc</b>	FORCECOM Training Division, Performance Technology Center.
<b>FC-P Lessons Library</b>	A searchable software tool to store and retrieve observations, LI, and LL. The library captures performance knowledge across FC divisions and USCG entities to support continuous improvement efforts.
<b>Five Whys Strategy</b>	An iterative question-asking technique used to explore the cause-and-effect relationships underlying a particular problem.
<b>JLLIS</b>	Chairman of the Joint Chiefs of Staff, Joint Lessons Learned Information System.
<b>LI</b>	Lesson(s) identified.

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<b>LL</b>	Lesson(s) learned.
<b>NTTP</b>	Navy Tactics, Techniques, and Procedures.
<b>PDF</b>	A computer file format for publishing and distributing electronic documents (text, image, or multimedia) with the same layout, formatting, and font attributes as in the original. The files can be opened and viewed on any computer or operating system; however, special software is required.
<b>RAC</b>	Remedial action coordinator.
<b>RAI</b>	Remedial action issue.
<b>RI/A</b>	FC-P Lessons Learned Branch Request Information/Analysis Form.
<b>SME</b>	Subject matter expert.
<b>TRACEN</b>	Training center.
<b>TTP</b>	Tactics, techniques, and procedures.
<b>USCG</b>	United States Coast Guard.

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